

Jonesboro Police Department
170 South Main Street
Jonesboro, Georgia 30236
770-478-7407

Citizen Complaint Procedures

The Jonesboro Police Department is dedicated to providing exceptional service to its citizens, through a problem solving approach and emphasizing a commitment to EXCELLENCE THROUGH TEAMWORK. Police Officers are carefully selected, held to the highest standards, and provided with the best training available. The purpose of an internal investigation is the diligent pursuit of the truth. We are committed to that objective, recognizing that our agency's credibility depends upon the community's belief, that we can police ourselves. With that in mind, we provide the following information regarding how to file a complaint, how a complaint is investigated, and how it is disposed.

1. How to File a complaint

- a. Contact the Police Department and request a Citizen Complaint Form. If you cannot pick up the form yourself, request that one be mailed to you.
- b. You will be notified by the Chief or his designated representative on the progress of your complaint.
- c. You may be requested to be interviewed in order to obtain additional information.
- d. Once the investigation is concluded, you will be notified of the disposition.
- e. If you do not want to fill out a form, a supervisor can take your complaint via phone.
- f. Anonymous complaints will also be investigated, but without being able to speak with you directly, the investigation could be difficult to resolve.

2. What happens when a complaint is substantiated

When the investigation of a complaint reveals the charges are true and should be sustained against the officer, the department may take one or more of the following actions, depending on the nature of the violation.

- a. Verbal Warning
- b. Structured Counseling / Corrective Training
- c. Written Reprimand
- d. Suspension
- e. Termination / Demotion

3. What happens if the complaint is not substantiated

If there is not sufficient evidence to support the allegation, the investigation is closed and no further action will be taken.

Citizen / Internal Complaint and Inquiry Form

Date and time of occurrence: _____
Complaint's Name: _____
Complaints Address: _____
City: _____ State: _____ Zip Code: _____
Contact Numbers: _____

IF YOU NEED MORE SPACE, USE THE ATTACHED SUPPLEMENTAL PAGE

State specifically what occurred: (date, time, location, case number, citation number)

Officer / employee's name or physical description:

What do you feel the Officer / Employee did wrong:

Departmental use only

Received in by: _____ Date: _____ Complaint # _____

Assigned to: _____ Date: _____

All complaints are given to the Chief of Police; he will assign the complaint to an investigator.

Investigator Signature: _____ print _____

Final Disposition Date: _____ Complainant Notified By: _____

