COMPLAINT TRACKING FORM

Use this form whenever handling a citizen's complaint, regardless of seriousness. This form does not replace any other existing form, and is not to be confused with the formal citizen's complaint form.

☐ Complainant known ☐ Anonymous caller ☐ Walk-in complaint ☐ Complaint mailed ☐ Complaint e-mailed

Date reported _____ Date of incident _____ District _____

Caller's Name _____ Complainant Name (if same different) _____

Address _____ Ph. No. _____ City/State/Zip _____

Employee Involved _____ Shift _____ Incident No. _____

Citation # (if available) _____

Employee taking complaint _____ Division/Unit _____

Complaint:

☐ False Arrest ☐ Rudeness ☐ Poor Response Time ☐ Failure to take a report ☐ Unprofessional Behavior (On/Off Duty)

☐ Use of Force ☐ Speeding ☐ Status of Investigation ☐ Harassment ☐ Gratuity ☐ Criminal Allegation (i.e., theft)

☐ Other alleged policy violation

_____

Enforcement Type Incident:

☐ Traffic ☐ Drugs ☐ Prostitution ☐ Loitering ☐ Felony/Misdemeanor Arrest ☐ Disturbance

☐ Animal and/or Noise ☐ Emotionally Disturbed Person (Criminal, Civil)
☐ Other

Was the complaint resolved? ☐ YES ☐ NO   ☐ Inquiry Stage   Assigned to:

How was the complaint resolved?

_____

Was a formal civilian complaint form initiated? ☐ YES ☐ NO

Does the complainant wish to formalize complaint? ☐ YES ☐ NO   Was the Officer disciplined? ☐ YES ☐ NO

☐ Other: (If more space needed use other side)

_____

Findings of Inquiry:

☐ Exonerated ☐ Unfounded ☐ Not Sustained ☐ Sustained ☐ Policy Failure
☐ Pending ☐ Request an Internal Investigation
    Comments:

EXONERATED - That specific acts did occur, but were justified, lawful, and/or proper.

UNFOUNDED - That the specific act(s) complained of did not occur, or failed to involve WPD personnel.

NOT SUSTAINED - Failure to discover sufficient evidence to clearly prove the allegation(s) made in a complaint.

SUSTAINED - The investigation disclosed sufficient evidence to clearly establish the allegation(s) made in the complaint.

POLICY FAILURE - The allegation(s) is/are true, however, the employee was acting in a manner consistent with WPD policy. This finding must clearly detail how any particular policy is incorrect and may necessitate further review and/or revision of the specific policy.

NOTE: Upon receipt of complaint email copies to the Chief of Police, the Assistant Chief of Police, and the Captain of Administrative Services.