

FARMINGTON CITY POLICE DEPARTMENT CITIZEN'S GUIDE TO MAKING COMMENDATIONS, COMPLAINTS, AND INQUIRIES

The Farmington City Department is dedicated to providing quality, professional, policing services in fulfilling our mission of protecting and serving our community members. Citizen comments are essential if we are to succeed in this goal.

Commending Exceptional Performance

The best way to commend the actions of a Farmington Police Department employee is to either fill out the included Citizen Report Form or write a brief letter describing the incident and the actions you think were exceptional. Information such as date, time, and location will help identify the employee if you do not know his or her name. If you choose not to use a written statement, you may ask to speak with the employee's supervisor or the shift supervisor in person or via the telephone. Commendations are forwarded to the employee with a copy placed in their personnel file. Although our employees do not expect to be thanked for their actions, recognition of exceptional service is always appreciated. This kind of feedback helps us to know if we are doing a good job. Supervisors may be contacted at the Farmington City Department at 82 North 100 East.

Making an Inquiry or Complaint

Every year, police department employees are confronted with a variety of situations, some of which may be occasions where citizens feel they did not receive the service expected or possibly were not treated respectfully or professionally. Inquiries or complaints can be made in person, via telephone, or with the Citizen Report Form. The on-duty shift supervisor should be contacted for complaints against personnel. Please include the date, time, and location of the event; the names of the police department employees involved (if known); and the name, address, and telephone number of any possible witnesses. If you choose to make a complaint in person or via telephone, you may be asked to complete a detailed written statement. Complaints can be made anonymously and will be investigated accordingly, however, anonymous complaints are more difficult to investigate than those complaints made by a known person.

CAUTION

Though citizens are encouraged to report concerns, the Farmington City Police Department cautions not to falsely or maliciously accuse department employees. False complaints can adversely affect an employee and the police department and erode the quality of public service provided. Your kind consideration is appreciated.

Types of Complaints

Category II: A complaint that deals with an employee's attitude or demeanor. In addition, failure to respond to a call for service or failure to make a report may be included in this category. Category I: A complaint of a serious nature that may involve the use of force, criminal conduct, false arrest, or any other serious matter.

Investigative Process

Once your inquiry or complaint is received, it will be assigned to the appropriate supervisor. Category II complaints are investigated by the employee's immediate supervisor. Category I complaints will be investigated by the Internal Affairs Unit.

Findings

If an employee is found to have acted improperly, disciplinary action may be appropriate, however, we are not allowed to tell you what action was taken. In addition, we cannot guarantee that you will be satisfied with our findings, but we do guarantee that your inquiries and complaints will be investigated thoroughly.

Notice

This brochure and form are an official report. To deliberately make false or misleading statements to any officer investigating the information submitted in this report, whether those statements are written or verbal, may be a criminal offense under Utah Law U.C.A. 76-8-504 (Giving False Information). Questions and Inquiries can be made by mail or via telephone at:

**Farmington City Police Department
82 North 100 East
PO Box 160
Farmington, UT 84025**

