



## HOW TO MAKE A FORMAL COMPLAINT TO THE EASTON POLICE DEPARTMENT

1. Personnel complaints include any allegation of misconduct or improper job performance that, if true, would constitute a violation of department policy, or of federal, state or local law, policy or rule. Exceptions: Differences of opinion between a sworn member and a citizen over the issuance of a traffic citation, parking ticket and/or criminal arrest are not complaints unless the allegation reports misconduct, (i.e. improper demeanor, use of force, etc.)
2. If you wish to make a formal complaint, please:
  - a. Come to the Department at 106 West Dover Street, Easton, Maryland and advise you wish to make a complaint. A supervisor will assist you in filling out a “Complaint Against Personnel,” Form 24. This form asks you to identify yourself and then to give specific details about your complaint; or
  - b. Call the Department at 410-822-1111 and tell the person answering the phone that you want to make a complaint; or
  - c. Download a “Complaint Against Personnel,” Form 24 from the Town of Easton’s website at [eastonmd.gov](http://eastonmd.gov). Complete the form and mail or bring it to the Easton Police Department at 106 West Dover Street, Easton, Maryland 21601.
3. Although not required, complainants are encouraged to file complaints in writing, in person, so that proper identification, signatures, photographs or physical evidence may be obtained as necessary. However, complaints can be made against any of its members in any of the following ways:
  - a. In person.
  - b. In writing.
  - c. By telephone.
  - d. By email.
  - e. Anonymously, via telephone, mail or in person.
4. **A complaint alleging brutality or excessive force must be returned to this agency within 366 days of the alleged act on a duly sworn Form 24A, Complaint of Brutality which can be found on the website or at the Department.**
5. Citizens making complaints shall provide a name, mailing address and phone number or email if they wish to receive notifications regarding the complaint.
6. Personnel complaints or other alleged misconduct shall be investigated with due diligence in an effort to complete the investigation as expeditiously as possible within 60 days, but within one year from the date of discovery by an individual authorized to initiate an investigation. (This does not apply to charges that relate to criminal activity or excessive force.)
7. You may be contacted and asked additional questions about your complaint.
8. If it is going to take a long time to investigate your complaint, you will receive periodic updates, every 30 days, from the investigator.
9. When your complaint has been investigated, the Chief of Police will review the investigation and inform you, in writing, within 72 hours of the final disposition of your complaint.