

CUMMRU TOWNSHIP POLICE DEPARTMENT

CITIZEN COMPLAINT PROCEDURE

MISSION STATEMENT

We, the Cumru Township Police Department, exist to serve all people within our jurisdiction with respect, fairness and compassion. We are committed to the prevention of crime and the protection of life and property; the preservation of peace, order and safety; the enforcement of laws and ordinances; and the safeguarding of constitutional guarantees.

Department Policy
The Cumru Township Police Department will receive complaints in a courteous and impartial manner. No attempt will be made to dissuade a citizen from making a complaint

What is a complaint?
A **complaint** is an allegation of misconduct by an employee, which if found to be true, could result in disciplinary action.

Who can make a complaint?
a complaint may be made by anyone who is dissatisfied with the conduct of the employees.

What type of complaints does the Cumru Township Police Department recognize?
The Cumru Township Police Department will investigate any and all complaints, whether in written or oral form and whether anonymous or signed by the complainant.

Who will do the investigation?
The complaint will initially be reviewed by the Chief of Police, who will then assign an appropriate investigator or conduct the investigation himself, depending upon the allegations.

What to expect!
Complaint investigations can be lengthy depending upon the number of witnesses and the seriousness of the allegations. The Cumru Township Police Department will make every effort to complete investigations within 60 days of receipt. Additional time is then required for review and determining a disposition of the allegations of misconduct. The complainant will be notified at the conclusion of the investigation.

How can I assist in making a complaint?
Complete a Citizen's Complaint Form, which is a written format to express your concerns. When making the complaint, provide as much information as possible, which will assist the investigator conducting the investigation.

How can I file a complaint?
You may file a complaint in person, by telephone, by e-mail or by writing to:
Office of the Chief of Police
Cumru Township Police Department
1775 Welsh Road, Mohnton, PA 19540
Telephone 610-777-9595
e-mail: ctpd@cumrutownship.org

Citizen Complaint Forms are also available by mail or in person at the
Cumru Township Police Department,
1775 Welsh Road, Mohnton, PA 19540
Monday - Friday from 8:00AM until 4:30PM.