

## To Make an Inquiry, Complaint or Commendation:

Either

Write to:

Office of the Chief of Police  
Attn: Internal Affairs Bureau  
Newton Police Department  
1321 Washington Street  
West Newton, MA 02465

Or Call:

1-617-796-2100

\*\*Request to speak with the Officer-in-Charge\*\*

Or contact us on our website:

[www.ci.newton.ma.us/Police/index.htm](http://www.ci.newton.ma.us/Police/index.htm)



## About the Newton Police Department

The Newton Police Department serves a residential population of over 85,000 people.

Currently the department employs 139 sworn officers, 10 parking control officers, 52 school traffic supervisors and 33 civilians.

We encourage inquiries and complaints about questionable performance, actions or policies. We also encourage commendations for those who perform their duties exceptionally well.

## Citizen's Guide to Making Inquiries, Complaints & Commendations

The Newton Police Department is committed to providing quality; professional law enforcement services to the community and recognizes that successful policing cannot be done without the support of the community.

We hope this guide will assist you when you wish to commend the effort of an employee, make a complaint or seek further information.

Matthew A. Cummings  
Chief of Police



## **Making an Inquiry or Commendation**

All inquiries or commendation should be forwarded to the Office of the Chief of Police. We encourage positive feedback when one of our employees does an exceptional job.

## **Making a Complaint**

A formal complaint may be made to any member of the Police Department who will then immediately refer the matter to a supervisor. All complaints will be kept confidential.

Formal complaints will be classified as either of a serious or of a less serious nature. The employee's immediate supervisor may handle less serious complaints.

Serious complaints such as criminal misconduct or violations of civil rights will be referred to the Office of the Chief of Police and coordinated by the Internal Affairs Bureau. All complainants are notified in writing of the disposition of the their complaint.

## **Findings**

The disposition of all serious complaints are classified under the following:

**Unfounded** – Complaint or incident is false and not factual.

**Exonerated** – Complaint or incident did occur but our personnel's actions were lawful and proper.

**Not Sustained** - Insufficient evidence either to prove or disprove the complaint or incident.

**Sustained** – The complaint or incident is supported by sufficient evidence of misconduct by departmental personnel.

**Policy failure**- Employee acted properly within Department policy, however, the complaint was valid and justifiable.

## **Frequently Asked Questions**

Q. What happens to an employee if he or she is found to have acted improperly?

A. Some instances require disciplinary action, which may include oral reprimands, written reprimands, remedial training, suspension, demotion or dismissal. If a criminal act occurred, the District Attorney's Office will be brought into the investigative process.

Q. Will I be advised of what form of discipline, if any, was taken?

A. The policy of the Newton Police Department does not allow us to reveal the specific actions taken to discipline employees.

Q. Can I be assured my complaint will be taken seriously?

A. Although we cannot guarantee that you will be satisfied, we assure you that your complaint will be investigated thoroughly, fairly and impartially.