

Springfield Police Department

Citizen
Compliment
&
Complaint
Form

Internal Investigations Unit



Cheryl Clapprod
Police Commissioner

For further assistance contact:
Internal Investigation Unit
413-787-6383
www.springfield-ma.gov/police

Citizen Compliment and Complaint Form

We, the Springfield Police, are committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within Springfield, Massachusetts, while at the same time maintaining respect for individual rights and human dignity.

Our goal is to ensure that our employees are guided by the principles that every individual has infinite dignity and worth, and that we must show respect for the citizens we serve and for the men and women of the Department.

A citizen compliment or complaint, and its subsequent investigation, causes the police to examine the service that we provide to our community and to make necessary improvements in the way we provide those services.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint. For more information, see the Citizen Compliment and Complaint Process brochure.

If you have a complaint or you would like to compliment an employee, you can fill out this form and either mail it or drop it off at the Internal Investigations Unit Office at 130 Maple St. Please call 413-787-6383 if you have any questions or need assistance filling out the form.

Complaints can be filed on actions by any Police Department employee.

From Cheryl Clapprod

Thank you for taking your time to let us know how the Springfield Police Department can better improve the service we provide to the community. Community policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or complainants, but when problems arise it is our goal to resolve the issue quickly and courteously.

**During normal business hours,
forms can be obtained and/or
filed at the following locations:**

24 Hours a day:

Springfield Police Dept.,
130 Pearl Street
Front Desk 413-787-6322*

**Squad Commanding Officer 413-787-6325

***Request to speak with a supervisor or the
commanding officer on duty.****

During Business Hours:

City Hall, Clerks Office, 36 Court St,
413-787-6094 or 311

Indian Orchard Citizen Council

117 Main St, Indian Orchard, 413-209-8240

New North Citizen Council, 3012 Main St., 413-
747-0090 or 413-732-3229

South End Citizen Council, 510 Main St.,
413-732-5105

Springfield Police Dept., IIU
299 Page Boulevard, 413-787-6383

Urban League,
1 Federal St., Building 111-3, 413-739-7211

All Community Police Sector Offices
Please speak to a supervisor only.

This form may be downloaded from our
Website: **www.springfield-ma.gov/police**

**REMINDER: The procedure for fil-
ing your complaint is as follows:**

1. Hand delivered to any above locations.
2. U.S. Mail:
Spfld Police Dept.,
P.O. Box 308, Springfield, MA 01101-0308

3. Email: IIUSubmit@SpringfieldPolice.net

**Springfield Police Department
Citizen Compliment/Complaint Form**

Online Form

Name of Citizen	Address (Street, City State, Zip)	Telephone Number
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Employer	Address (Street, City State, Zip)	Telephone Number
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Personnel Complimented/Complained About (Name, Rank, Badge Number, if known)

Personnel Complimented/Complained About (Name, Rank, Badge Number, if known)

The following is not necessary but it will help with our statistics in reporting accurately to the Federal Government, thank you: _____

Date of Birth

Race

Sex

What Happened: (describe in your own words, everything you consider necessary for the police to investigate your complaint such as the date, time, location, etc. Use additional paper if necessary.) You may also use this form if you wish to compliment an officer on his or her conduct. Please also be as detailed as possible.

Were There Witnesses (Yes/No)?

If Yes, Please List:

Name	Address	Telephone Number
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Name	Address	Telephone Number
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I understand that I will be informed of the result of the Police investigation and the disposition of my compliment/complaint. I am (am not) willing to testify at any hearing in connection with this I have read the above statement and it is true and accurate to the best of my knowledge.

Signature _____ Witness _____

Received at _____ Date _____

Signature of Receiving Authority _____

"E-Signature(s)", and signature(s) to this form transmitted by facsimile or by electronic mail shall be valid and effective to bind the Party so signing. Each Party agrees to promptly deliver an execution original to this form with its actual signature to the other Party, but a failure to do so **shall not** affect the enforceability of this form.