



OXFORD POLICE DEPARTMENT

Our agency values all comments, positive or negative regarding our staff.

CITIZEN COMPLAINT PROCEDURE

This agency shall accept and investigate fairly and impartially all complaints of employee conduct. The department will investigate both formal and informal complaints. If it is determined that any accusation made against an employee may be malicious and false, the Chief of Police may authorize an investigation into substantiating a false report.

The Oxford Police Department accepts complaints from any source, whether made in person, by mail, over the telephone, by email, or through our social media accounts. Third party complaints (i.e., complaints made by one person on behalf of another person) and anonymous complaints will be accepted as legitimate forms of complaints to be reviewed and considered on their merits.

Every effort will be made to have the complainant personally appear, discuss the nature of the complaint in detail, and sign a Citizen Complaint Form. If the complainant refuses to sign the complaint, or makes the complaint by telephone and is unwilling to file a report, the complaint investigation will be handled in the same manner, as other complaints, and thoroughly investigated to the extent practical. When applicable, the receiving personnel may attempt to resolve a complaint during the initial contact with the complainant. The information will be forwarded to the Chief of Police or his/her designee, who will either investigate the complaint or assign other personnel the responsibility.

Upon completion of the investigation of a citizen complaint, the Chief of Police or designee will review the findings and make a final determination as to whether a violation of City of Department policies, rules, or procedures occurred. Any administrative or disciplinary action taken against a Department member will be kept confidential as required by law, ordinance, or the personnel policies of the City of Oxford.

The Chief of Police or designee will notify the complainant of the findings of the investigation when feasible. The specifics and manner of such notification will be at the discretion of the Chief of Police subject to prevailing law and policies governing the release of public information.

If possible, please complete the attached Citizen Compliant Form to provide us with as much information as possible.

CITIZEN COMMENDATION PROCESS

Any person who wishes to commend an officer or employee of the department for their positive performance or exceptional service is encouraged to do so. You may contact the department in person, by mail, over the telephone, by email, or through our social media accounts. All comments will be forwarded to the Chief of Police, the supervisor and the appropriate officer(s).

Please provide as much information as possible about the employee as well as the reason he or she should be commended. In addition, please provide your name and contact information in order to contact you if necessary (all information will be kept confidential if requested).

If possible, please complete the attached Positive Performance / Commendation Form to provide us with as much information as possible.



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CITIZEN COMPLAINT FORM

Name of Complainant: _____ Date/Time of Incident: _____

Complainant Address: _____

Complainant Phone Number: _____ Sex: _____ Race: _____

Complainant Signature: _____

Name of Employee (s) and badge number (if known) who are named in the complaint:

Summary of Incident: _____

Officer on duty or off duty: _____

Witnesses: _____ Witnesses: _____

Supervisor Receiving Initial Information: _____ Badge #: _____

Supervisor's Signature: _____ Date: _____

