

Ridgewood Police Department
Complaint / Compliment Advisement Form

The Ridgewood Police Department is committed to providing fair, effective, and impartially applied law enforcement services while maintaining the highest standards of professional conduct. Every member of the department is dedicated to providing the best possible police service to the citizens we serve. Officers are carefully selected and receive extensive training to help them perform their duties in a fair, honest, impartial, and professional manner. If you feel strongly about the conduct of an officer, positively or negatively, please let us know.

COMPLIMENTS

Recognition for a job well done is important; officers and civilian employees of the department are no exception. If an officer or other member of the police department renders a service you feel is worthy of a commendation, we would like to hear about it. To commend a police employee, you may:

- 1) Call the Chief of Police or the member's immediate supervisor: (201) 652-3900;
- 2) Write to the Chief of Police, 131 N. Maple Avenue, Ridgewood, NJ 07450; or
- 3) Visit the police department in person and complete a compliment/complaint form.

Please include as much of the following information as you can remember:

- 1) Date, time, and location of the incident;
- 2) Name(s) and badge number(s) of the member's involved; and
- 3) Circumstances of the incident.

The employee and his/her supervisor will be notified of the commendation and a copy will be included in the employee's personnel file.

COMPLAINTS

Providing police services can be a very difficult and complex job. The Ridgewood Police Department recognizes mistakes may be made and the actions of our officers may fall short of expectations. We have established rules, regulations and standard operating procedures governing the professional and personal conduct of employees and acceptable work performance standards to protect the well-being and rights of all citizens and employees. The Ridgewood Police Department will thoroughly investigate all reports of misconduct. Anyone who files a complaint about an employee will be treated with courtesy and respect. To make a complaint you are encouraged to visit the police department in person and complete a compliment/complaint form. You may also:

- 1) Write to the Chief of Police, 131 N. Maple Avenue, Ridgewood, NJ 07450; or
- 2) Call the Chief of Police or a Police Department supervisor: (201) 652-3900.

Please include as much of the following information as you can remember:

- 1) Date, time, and location of the incident;
- 2) Name(s) and badge number(s) of the member's involved;
- 3) Names, addresses, and telephone numbers of any witnesses; and
- 4) Circumstances of the incident.

Your complaint will be sent to a supervising officer or a specially trained internal affairs officer who will conduct a thorough and objective investigation. You may be asked to give a detailed statement or provide other important information. You will be advised in writing of the outcome of the investigation. If the investigation

- 1) Shows a crime may have been committed, the county prosecutor will be notified and you may be asked to testify in court;
- 2) Results in an officer being charged with a violation of department rules, you may be asked to testify in a departmental hearing; or
- 3) Shows the complaint is unfounded, or the officer acted properly, the matter will be closed.

We take your complaint seriously. However, if a complaint is found to be fabricated and maliciously pursued, the complainant may be subject to criminal prosecution and/or civil proceedings.