

Draft Chart of Feedback (Compliment and Complaint) Process

1. Feedback about the BPD or officer(s) Initiated

by contact through:

Town Webpage,

BPD Webpage,

phone call to BPD (dispatcher, supervisor, chief)

written feedback form presented by mail or in person to town or BPD

*phone call to (Police-Community) board designated employee

*contact with trained community group member who assists submitter

*not yet decided by taskforce

Anonymous feedback is accepted

2. Initiation/Completion of a feedback form by submitter, BPD, or with Non-BPD help

BPD - regular reporting to Board of each feedback

Non-BPD assisted feedback submitted to BPD

Submitter informed about ways to submit feedback (recording, interview, writing...)

Receive input (in writing, online, by interview)

Submitter offered choice of Informal or Formal feedback.

Informal complaints are registered and tracked but become matters for internal investigation only if a resolution is not satisfactory.

Formal Complaints automatically initiate Internal Review

3. Providing expected response process to submitter

(also posted online)

4. BPD Follow up

5. Regular reports from BPD to board and updates on progress with each feedback (Compliment or Complaint). (Perhaps a spreadsheet to track progress).

6. BPD Process completed for each feedback

7. Review by board:

tracking progress reported by BPD on each informal and formal feedback

gathering statistics *training and assistance available from a taskforce member if wanted)

noting trends

making a formal review of all formal feedback, and of informal feedback that is unresolved or of concern to the board.

8. Reporting out - making recommendations to BPD, Select Board, submitting person, and the community.