

1 **FILE A COMPLIMENT OR A COMPLAINT**

2 Your feedback is important to us.

3 The Bennington Police Department is committed to embodying the highest ethical and
4 professional standards and prides itself on the quality police services provided to the
5 Bennington community. Building and maintaining trust and safety in the community is our
6 highest priority.

7 Your feedback is important in helping the Department develop strategies and policies that meet
8 the Bennington community's expectations.

9 **WHAT IS A COMPLIMENT OR A COMPLAINT?**

10 A compliment documents when a person witnesses or experiences a personal encounter with
11 Bennington Police Department personnel that they believe warrants special recognition.

12 A complaint documents when a person witnesses or experiences a personal encounter with
13 Bennington Police Department personnel that they believe involves criminal conduct,
14 misconduct, abusive or discriminatory behavior, neglect of duty, corrupt activity, inappropriate
15 conduct or a violation of policy, procedure, rule, or regulation of the Bennington Police
16 Department.

17 **FILING A COMPLIMENT INVOLVING THE BENNINGTON POLICE DEPARTMENT**

18 Bennington Police Department officers and professional staff would like to hear feedback on
19 positive experiences with the Department. A compliment may be submitted using any of the
20 ways listed below. Compliments will be shared with the recognized employee, their supervisor,
21 as well as the command staff.

22 **FILING A COMPLAINT INVOLVING THE BENNINGTON POLICE DEPARTMENT**

23 The Bennington Police Department is here to help you. Anyone with a question or concern
24 about a police contact is encouraged to call the non-emergency number (802) 442-1030 and ask
25 to speak with the On Duty Supervisor. Many questions about police procedure can be
26 answered and resolved by a phone call to the On Duty Supervisor. These questions and
27 concerns will be logged and, if the caller agrees that their complaint is resolved, it will be
28 recorded as such.

29 If an initial phone call does not resolve your concern, you may file a complaint. Please read
30 through the following information in order to know how you may file a complaint.

31 It is the policy of the Bennington Police Department to investigate all complaints, including
32 anonymous complaints, against the department or a member of the department, regardless of
33 the source of such complaints, through a regulated, fair, and impartial process.

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1 Individuals who seek to file a complaint will NOT be asked about their immigration status nor
2 will information of immigration status be shared with other law enforcement agencies.

3 We accept complaints from the person directly involved, from third parties who witnessed the
4 event in question, and from juveniles (though a parent, guardian, or advocate must be
5 involved). We also accept anonymous complaints, but they are more difficult to investigate.
6 Please note that the more information provided to the Department, the better we can assist in
7 addressing your concerns.

8 **COMPLAINT INVESTIGATION PROCESS**

9 Serious allegations, violations of law or civil rights, will be referred to a member of the
10 command staff trained in Internal Affairs for investigation on behalf of the Chief of Police.
11 Minor misconduct, for example, being discourteous or cruiser operation, can be assigned to the
12 supervisor for review. Regardless of the situation, the complainant will be notified of the
13 findings of the inquiry.

- 14 • Criminal conduct is investigated by law enforcement and the State's Attorney
- 15 • Abusive/discriminatory behavior, neglect of duty, corrupt activity, inappropriate
16 conduct or a violation of rules or regulations of Bennington Police Department are
17 regulated by Vermont statutes [24 V.S.A. § 1932 et seq (ch. 55)] or under the regulatory
18 oversight of the Vermont Criminal Justice Council.

19 Compliments and Complaints can be filed:

- 20 • In person: Go to the Bennington Police Station located at 118 South Street and ask to
21 speak to the On Duty Supervisor.
- 22 • Online: Scroll to the bottom of this screen and click on SUBMIT.
- 23 • By mail: Complete a citizen complaint form which is available here below, print it out,
24 fill it out and mailing it to the address above or below.
- 25 • By telephone: Call the Bennington Police Department at (802) 442-1030 and ask to
26 speak to the On Duty Supervisor or request a blank report form.
- 27 • At home or the location where the incident occurred: You may request that a
28 supervisor respond to your location to take your complaint by calling (802) 442-1030.
- 29 • Compliments or complaints can also be written and mailed to:
30 Chief of Police
31 Bennington Police Department
32 118 South Street
33 Bennington, Vermont 05201

34 **ACCOMODATIONS**

35 The Bennington Police Department can also accommodate individuals needing interpretation
36 and/or translation services or those with special needs. If you are an individual in need of a

- 1 specific accommodation, please contact the On Duty Supervisor via telephone or in person to
- 2 ensure you are provided the service you need.