



*Town of Lexington*  
Police Department  
Chief Michael A McLean

## **LEXINGTON POLICE DEPARTMENT**

### **COMPLAINT FILING PROCEDURES**

The Lexington Police Department will investigate all complaints of misconduct against the Department or its employees. The Chief of Police has established procedures for conducting investigations with the strictest confidentiality. The Department goals include:

1. Maintaining a high level of acceptable conduct for all members of the department;
2. Guaranteeing the right of each employee to a fair and impartial investigation of complaints;
3. Objectively investigating all complaints and, when appropriate, taking proper corrective measures; and
4. Promoting public confidence in the Department's ability to govern and regulate personnel in the performance of required duties.

### **Procedures for Filing a Complaint**

**STEP 1:** If you wish to file a complaint, please complete the attached **Complaint Questionnaire**. This gives you the opportunity to describe in your own words the circumstances causing with your complaint.

**STEP 2:** After completing the questionnaire, you will be interviewed by the Commanding Officer on-duty, or another available command staff officer. You will be given ample opportunity to discuss your complaint with this officer.

**STEP 3:** After the interview, the officer will conduct a preliminary investigation of your complaint. This may include interviewing any other person involved in the complaint, including witnesses and Department employees. The results of this preliminary investigation will be forwarded to the Chief of Police.

**STEP 4:** After review, the Chief of Police may order a follow-up investigation. A Department representative may contact you again to further discuss your complaint.

**STEP 5:** The Chief of Police may send you a letter acknowledging receipt of your complaint, and a letter telling you the results of the investigation.

**STEP 6:** Depending on the nature of your complaint, you may be summoned to testify at an administrative or criminal hearing.

Please speak with the Commanding Officer on-duty if you have any questions about these procedures.