

**SALEM POLICE DEPARTMENT CITIZEN COMPLAINT FORM**

DATE/TIME REC'D \_\_\_\_\_ INITIALS/NUMBER \_\_\_\_\_  
FOR OFFICE USE ONLY

**INSTRUCTIONS:**

1. Fill out the form as completely as possible. Please write legibly.
2. Submit the form in person to the Salem Police Department or mail in the complaint to the address provided.
3. You will be contacted by an investigator for an interview.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Street address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

How do you want us to contact you? \_\_\_\_\_ Phone: \_\_\_\_\_

Location or address where incident occurred: \_\_\_\_\_

Police report number: \_\_\_\_\_ Date: \_\_\_\_\_ a.m. / p.m. Was someone arrested:  Yes  No

Officer(s) or employee involved: \_\_\_\_\_

Witness name: \_\_\_\_\_ Phone: \_\_\_\_\_

Witness address: \_\_\_\_\_

Briefly describe what happened. If needed, please attach additional sheets of paper to this complaint form.: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I would like to have more information about this incident.  I want to file an Internal Affairs complaint.

Complainant's signature: \_\_\_\_\_



**SALEM POLICE DEPARTMENT  
555 LIBERTY ST. SE, ROOM 130  
SALEM, OREGON 97301**

**CONTACT INFORMATION**

**SALEM POLICE DEPARTMENT**  
**INTERNAL AFFAIRS OFFICE**  
**503-588-6160**

**INTERNAL AFFAIRS EMAIL**  
**spdia@cityofsaalem.net**

**POLICE RECORDS SECTION**  
**503-588-6144**

**CHIEF OF POLICE**  
**503-588-6100**

**CITY MANAGER'S OFFICE**  
**CITY MANAGER**  
**503-588-6255**

**COMMUNITY POLICE REVIEW BOARD**  
**503-588-6219**

**COMMUNITY SERVICES DEPT.**  
**HUMAN RIGHTS & RELATIONS CMSN.**  
**503-588-6261**



**SALEM POLICE  
DEPARTMENT**

**CITIZEN COMPLAINT  
PROCESS & FORM**

**GERALD F. MOORE  
CHIEF OF POLICE**

## COMPLAINT PROCEDURE

The Salem Police Department is committed to providing courteous and effective service to all citizens of Salem. Our employees are expected to treat every individual with respect. If you have a complaint, we want to hear about it. This form describes how you can file a complaint with us about any employee and how we will respond to it.

### WHAT SHOULD YOU DO?

Anyone wishing to file a complaint against a police department employee may do so in person, by telephone, or by completing the detachable form in this brochure. You may also file a complaint online at the police department's Web site at <http://www.cityofsalem.net> or by sending an email to [spdia@cityofsalem.net](mailto:spdia@cityofsalem.net).

Written complaints, in any form, will be accepted. The Salem Police Department also accepts anonymous complaints, although it is difficult to complete a thorough investigation without speaking with a witness or the person who has first-hand knowledge of the events in question. Identifying yourself will also ensure you receive written results of the investigation.

If you are not comfortable approaching the police department in person, the Community Police Review Board (CPRB) Liaison may assist you with completing this complaint form.

### WHAT WILL THE POLICE DEPARTMENT DO ABOUT MY COMPLAINT?

Every complaint made about the conduct of our employees is taken seriously. Every complaint is investigated by either Internal Affairs or the employee's immediate supervisor. Sometimes a complaint turns out to be a simple misunderstanding which is easily resolved. If the department finds that misconduct occurred, appropriate disciplinary action will be taken.

It is the goal of the Salem Police Department to complete investigations within 45 days of receiving the complaint. This period can be extended if necessary. You may call the Internal Affairs office at any time to check on the status of the investigation.

When the investigation is complete, you will receive a letter informing you of the results.

## COMMUNITY POLICE REVIEW BOARD (CPRB)

The CPRB is a panel of citizens, appointed by the City Council to review complaints where the complainant is not satisfied with the results of the police internal investigation.

Before a complaint may be made to the CPRB, you must first have filed a complaint with the Salem Police Department as described in this brochure.

If you are not satisfied with the results of your complaint, you may ask the CPRB Liaison to review your complaint. The liaison can help you through the process. You may contact them in the City Manager's Office by telephone, 503-588-6255 or in person during regular business hours. The City Manager's Office is located in the Civic Center, 555

Liberty St. SE, Room 220.

To participate in the CPRB process you must:

- Make your request within 90 days of the date you were informed by the police department of the investigation results.
- Sign a release of information and agree to waive your rights regarding disclosure of this information to the CPRB.
- Attend a hearing. A hearing date will be scheduled within 30 days of your request. The hearing is open to the public. You and up to two witnesses may testify before the CPRB.

The deliberations of the CPRB are held in a closed session. You will receive notification when the final report is available and may be present at the next CPRB meeting when the report is presented.

The CPRB may make recommendations regarding the complaint to the Chief of Police and the City Manager.

The CPRB Liaison will meet with you to discuss the details of the CPRB complaint hearing process.

PLACE  
STAMP  
HERE

SALEM POLICE DEPARTMENT  
555 LIBERTY ST. SE. ROOM 130  
SALEM, OR 97301-3503

SALEM POLICE DEPARTMENT  
INTERNAL AFFAIRS OFFICE  
555 LIBERTY ST. SE, ROOM 130  
SALEM, OR 97301-3503