

COMMENDING EXEMPLARY PERFORMANCE

Each year police officers and other employees from our department have thousands of contacts with people. In some cases, individuals may question why an incident was handled in a particular way, or they may wish to acknowledge the employees involved. In other situations, they may disagree with the actions of a department employee.

The Brookline Police Department values the feedback it receives from the community as a means to evaluate current policies. For example, if a particular policy routinely generates questions from civilians, the policy may need to be changed, or employee training may need to be increased in that area. Occasionally, an employee's actions may be inappropriate and warrant corrective action.

The Police Department takes people's concerns seriously. We believe the public is entitled to efficient, fair, and impartial service. We investigate all allegations of employee misconduct, respond to inquiries about employee actions or department policy, and document all commendations received from the public.

If you wish to commend an officer for exemplary service please ask to speak to the employee's supervisor and verbally praise them, or you can express your gratitude in writing to the Chief of Police or at www.brooklinema.gov/police.

Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated.

A commendation may address any event that you deem noteworthy on the part of an employee whom you believe should be recognized. This may range from the display of unusual courtesy or compassion to significant life-saving measures or heroic acts.

Letters of commendation received by the Chief of Police result in notifying the officer of your gratitude and documentation is placed in their personnel file.

BROOKLINE POLICE
DEPARTMENT
350 WASHINGTON STREET
BROOKLINE, MA 02445

PHONE: 617-730-2222
FAX: 617-730-8454

MARK P. MORGAN
ACTING CHIEF OF POLICE

OFFICE OF PROFESSIONAL
RESPONSIBILITY
617-730-2255

COMMENDATIONS AND
COMPLAINTS CAN BE
SUBMITTED ONLINE AT:
WWW.BROOKLINEMA.GOV/POLICE

PLEASE CONTACT US SHOULD
YOU HAVE ANY QUESTIONS.

THIS BROCHURE IS A SUMMARY OF THE
POLICE DEPARTMENT POLICIES AND
PROCEDURES. IT IS NOT A COMPLETE
ACCOUNT OF THE INVESTIGATION,
DISCIPLINE, AND APPEALS PROCESS.

BROOKLINE POLICE DEPARTMENT



COMMENDATION

&

COMPLAINT PROCEDURES

OUR COMMITMENT TO YOU

The Brookline Police Department is committed to providing courteous and professional service to every person. We hope that all your contacts with our employees are positive; however, if you are dissatisfied with the performance or service of an employee, we will thoroughly review your complaint and resolve it fairly.

Police officers are sworn to protect the rights of all persons, including those taken into custody, without regard to race, disability, national origin, citizenship, religion, ethnicity, age, gender, or sexual orientation.

The Brookline Police Department takes complaints seriously, and to protect the public interest, we have adopted internal safeguards.

We have also implemented a system to acknowledge exceptional customer service by our employees. We encourage civilians to utilize these avenues to keep us informed of the service we are providing. If you feel an employee has excelled in the quality of service provided to you or others, please let us know.

The information in this brochure is provided to you in the spirit of community cooperation. We sincerely appreciate receiving any comments because it helps us identify our strengths and work to improve weaknesses.

We are committed to excellence and strive to provide the finest quality service possible. With your help, we can achieve our goal.

Mark P. Morgan
Acting Chief of Police

EFFECTIVE JULY 28, 2009, THE SELECT BOARD AND CHIEF OF POLICE ADOPTED A REVISED COMPLAINT REVIEW AND DISCIPLINARY PROCEDURE: [PROCESS FOR POLICE DEPARTMENT DISCIPLINE AND SELECTMEN'S REVIEW.](#)

WHERE CAN A PERSON FILE A COMPLAINT?

- Brookline Public Safety Building
- Select Board, Town Hall
- www.brooklinema.gov/police

WHAT HAPPENS AFTER A COMPLAINT IS FILED?

- A police command officer (rank of sergeant or higher) will interview you about your complaint. He or she will ask you questions about what happened. It is possible that the command officer may be able to explain the officer(s) actions to your satisfaction.
- After the interview, the Police Department will investigate your complaint.
- The investigating officer, in most circumstances, will be the Detective Lieutenant who commands the Office of Professional Responsibility.
- All officers will be interviewed and witnesses whom you have named will be contacted and interviewed, if they agree. You may be asked for more information.
- Most investigations are completed within 30 days. If you have any questions on the progress you may contact the Office of Professional Responsibility at (617) 730-2255.

WHAT HAPPENS AFTER THE INVESTIGATION IS COMPLETED?

- A report will be prepared by the investigating officer. You will receive a copy and have the opportunity to comment.
- The Chief of Police reviews every complaint after an investigation is completed and a report is written.
- The Chief then forwards their report, along with the Office of Professional Responsibility's report and investigative file, to the Select Board via the Town Administrator for review by that office. The Chief's report sets forth the Department's disposition on the allegation(s) along with a summary of the reasons therefore.
- You will be notified of the disposition and finding on your complaint.

WHAT IS THE "DISPOSITION" OR "FINDING"?

The results of the investigation into your complaint are called "findings". There are several possible findings:

1. "Sustained" - investigation indicates sufficient evidence to support the allegation
2. "Unfounded" - investigation revealed the alleged conduct did not occur
3. "Exonerated" - alleged action occurred but was reasonable and proper
4. "Not Sustained" - allegation cannot be either proven or disproved
5. "Mediated" - both parties agree to a proposed and described disposition
6. "Filed" - no action necessary or possible at this time

WHAT IF I AM NOT SATISFIED WITH THE FINDING?

- Any person dissatisfied with the disposition and finding on their complaint may, within 21 days, appeal for review by the Select Board, 6th Floor of Town Hall or 617-730-2202.
- The Town Administrator will confirm receipt of your appeal and review the police reports for completeness.
- You shall be entitled to make an informal presentation before the Select Board at a [Civilian Appeal Hearing](#). You will be given at least two weeks notice prior to the date of your appeal hearing before the Select Board.
- You may have up to three witnesses participate in the brief presentation to the Select Board.
- The Select Board after hearing your appeal may: take steps to discipline the subject officer(s); refer the matter back to the Police Chief for further action; appoint an independent person to conduct further investigation; or dismiss the complaint.