

# Complaint Instructions

It is the policy of the Orange Police Department that it shall respond to allegations of misconduct or malfeasance against its employees consistent with our policy and fairly and impartially investigate all complaints or allegations of such conduct to determine their validity. The Department shall impose any disciplinary or non-disciplinary corrective actions that may be warranted in a timely manner.

There shall be no retaliation in any form by any member of this Department directed at an individual who makes a complaint.

During the complaint intake process, no questions shall be asked of a complainant regarding their immigration status.

All persons are encouraged to bring forward legitimate complaints regarding possible misconduct or malfeasance of employees of this Department. All sworn and civilian employees shall be required to accept a complaint alleging misconduct or malfeasance by Department personnel. All employees must courteously inform an individual of his/ her right to make a complaint if the individual objects to an employee's conduct. Employees have a duty to assist any person who wishes to file a citizen's complaint by documenting the information and allegations they provide, advising the individual how to proceed, and by promptly putting the complainant in contact with a supervisor who can assist them with filing their complaint. No employee shall refuse to assist any person who wishes to file a citizen complaint or discourage, interfere with, hinder, delay, or obstruct a person from making a citizen complaint.

The complaint form is available 24/7 at Orange Police Headquarters - 314 Lambert Road, Orange, CT. It is available during regular business hours at Orange Town Hall - 617 Orange Center Road, Orange, CT and High Plains Community Center - 525 Orange Center Road, Orange, CT. Inquiries can be made by calling the Office of the Chief at 203-891-2136 during regular business hours, or the Shift Supervisor 24/7 at 203-891-2130.

A copy of our Department Policy regarding complaints is available on our website. A Spanish version of our form is also available on our website:

[www.orange-ct.gov/police](http://www.orange-ct.gov/police)

Complaints will be accepted in writing, verbally, in person, by mail, telephone (TDD), facsimile, electronically, or by any other means. Anonymous and third party complaints will be accepted.