

# Citizen complaint policy

The Hartford Police Department is dedicated to maintaining the trust that our community has bestowed upon us. Therefore, our policy is to thoroughly investigate complaints regarding this agency or its' employees. If you feel that you were treated in an abusive or unprofessional manner by an employee of the Hartford Police Department, or if you directly witnessed conduct of this nature that was directed toward someone else, we encourage you to file a formal citizen's complaint.

We take every complaint seriously and carefully investigate each issue that is brought to our attention. During the investigation process you will be asked to complete a formal complaint form detailing what happened that you felt was inappropriate. A police supervisor will then interview you about your complaint. After an investigation, which may include interviewing any witnesses you name in your complaint, a supervisor will advise you of the department's findings.

We expect that all of our employees act courteously and professionally in all of their dealings with the public we serve. Our goal is to resolve these issues quickly and courteously. Your trust is important to us. If you would like to file a complaint you can contact any Hartford Police officer at (262) 673-2600, or come to our station and speak directly to an officer.