

HOW TO MAKE A COMPLAINT

regarding the

Wintergreen Police Department

1. If you wish to make a complaint about the actions of an officer or about any aspect of law-enforcement operations, please:
 - a. Come to the department and tell any employee that you want to make a complaint; or
 - b. Call any member of the department (325-1106) or the Wintergreen Property Owners Association Executive Director's office (325-8531) and tell the person answering the phone that you want to make a complaint; or
 - c. Write your complaint and mail it to the Chief of Police.
2. A supervisory officer will assist you in filling out a complaint form. This form asks you to identify yourself and then to give specific details about your complaint.
3. Your complaint will then be investigated. You may be contacted and asked additional questions about your complaint.
4. If it is going to take a long time to investigate your complaint, you will receive a letter telling you approximately when you may expect a reply.
5. When your complaint has been investigated, the Chief of Police will review the investigation and will write you a letter explaining the conclusion of the complaint investigation.

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