

COMMITMENT TO SERVICE

The Village of Maineville Police Department is committed to providing citizens with quality law enforcement. We believe that integrity forms the basis for trust by the community.

The Village of Maineville Police Department recognizes citizens may occasionally be dissatisfied with the law enforcement they receive. The nature of law enforcement sometimes means that people will be dissatisfied, such as incidents where a traffic citation was issued or arrest was made.

At other times, misunderstanding causes dissatisfaction. Citizens may not always be fully aware of how laws are interpreted and enforced, or of the authority granted police officers, or of department policies and procedures, especially as they pertain to officer conduct. Because they are human, police officers may occasionally make mistakes.

We hold ourselves to high standards of moral, ethical, and professional conduct. Your cooperation helps guarantee that we consistently meet those standards. Any person having a question or complaint about the police service provided by the Village of Maineville is invited to contact the department to bring those concerns to our attention. The instructions contained in this pamphlet will ensure that your concerns are handled promptly and professionally.



*Village of Maineville
8188 S. State Route 48
Maineville, Ohio 45039*

Administration: 513-583-8202

Police Department: 513-583-0048

Street/Zoning Department: 513-583-9961

POLICE DEPARTMENT COMPLAINT FORM

John D. Reynolds, Police Chief

Dale Marconet, Mayor

QUESTIONS

If you wish to inquire about laws, policy, procedure of the handling of a particular matter, please stop by the Maineville Police Department Monday thru Thursday from 8:00 AM to 4:00 PM. You may schedule an appointment by contacting the appropriate number as listed above. If there is no answer, please leave a voicemail. If there is an immediate need to report the incident, please contact the Warren County Communications Center at 513-925-2525. A dispatcher will refer you to the supervisor on duty. If there is no supervisor on duty, the dispatcher will take your name and number and someone will contact you as quickly as possible. Please note, due to the nature of police work, calls cannot always be returned immediately. Please allow a minimum of 24 hours for someone to contact you.

COMPLAINTS

If you have a serious complaint against the department or any of its employees, you are encouraged to make that complaint in person at the police department.

A supervisor will assist you in completing a Citizen Complaint Report. The report asks you to provide the following information: your name, address, telephone number, date and time of the incident; a brief description of the incident; and the name(s) of the officer(s) involved in the incident. You will be given a copy of this report as a receipt that your complaint has been received for processing.

Your complaint will be investigated. During this process, you may be contacted for additional information about the incident.

You will be notified of the outcome of the investigation within 45 days. Complaint investigations usually result in one of the following conclusions.

1. Improper Conduct: The incident occurred and the accounts of the employee were inconsistent with policy.
2. Insufficient Evidence: There is insufficient evidence to confirm or refute the allegation
3. Policy Failure: The allegation is true and although the actions of the employee were consistent with policy, some harm was done.
4. Proper Conduct: The allegation is true, but the actions of the employee were consistent with policy and no harm was suffered.
5. Unfounded Complaint: Either the allegation is demonstrably false or there is no evidence to support the allegation.

Based upon the findings of the investigation, a policy or procedure may be reviewed or changed; an employee may be disciplined or assigned to remedial training; or no action may be taken. The Village of Maineville Police Department will notify you of any action taken, although not the specific nature if disciplinary action.

MAINEVILLE POLICE DEPARTMENT
COMPLAINT AGAINST AGENCY / EMPLOYEE FORM

Per Ohio Revised Code § 2921.15, No person shall knowingly file a complaint against a peace officer that alleges that the peace officer engaged in misconduct in the performance of the officer's duties if the person knows that the allegation is false.

Complainants Name	Home Phone	Business Phone	Cell Phone
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Address	City	State	Zip Code
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Email Address

Date of Incident	Time of Incident AM / PM
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Officer(s) Involved

Please provide a description of the incident along with the nature of the complaint.

Signature of Complainant:	Date
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Received by:	Date
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Notified complainant of receipt: In Person Via Phone Email Letter

Investigation Pending: YES NO

Investigation Closed: YES NO

IF COMPLAINT IS OPEN, A COPY MUST BE FORWARDED TO THE Chief of Police. Maintain original for investigation.