

Town of Old Orchard Beach, Maine



Police Department

*16 E Emerson Cummings Blvd.
Old Orchard Beach, Maine 04064*

*Elise Chard- Chief of Police
David Hemingway- Dep. Chief*

Procedure for Filing a Personnel Complaint

Should you wish to make a personnel complaint regarding the actions of employees and/or about any aspect of the Old Orchard Beach Police Department operations please:

- 1. Come to the Old Orchard Beach Police Department (16 E. Emerson Cummings Blvd, Old Orchard Beach Maine) in order to meet with and tell any employee that you would like to file a personnel complaint; or**
- 2. Telephone the agency at (207-934-4911) in order to tell the person answering the phone that you would like to file a personnel complaint; or**
- 3. Email Chief Elise Chard at echard@oobmaine.com with the details regarding your personnel complaint; or**
- 4. Prepare a written statement regarding your personnel complaint and suggested resolution(s) and mail it to the Old Orchard Beach Police Chief (16 E. Emerson Cummings Blvd 04064)**

Anonymous complaints will be accepted: however, because of the difficulties in investigating these types of complaints, it is encouraged that you identify yourself. In any case, the complaint will be accepted.

Once a formal personnel complaint has been made, the Chief of Police (or his/her designee) will contact you in order to assist you in the filing of a *Citizen Complaint Form*. This form requests your identification, as well as specific details regarding your complaint(s).

Once reviewed, your complaint(s) will then be investigated by investigators designated by the Chief of Police. During the investigation, you may be contacted in order to be asked additional questions and/or clarifications.

Should it be determined that investigations may take an unusually long time to complete due to any number of unforeseeable circumstances, investigators will prepare and mail to you a written letter advising you of how long, approximately, you may be required to wait in order to expect a reply.

Once investigators have completed their investigation their report(s) will be forwarded to the Chief of Police (or his/her designee) for review. From there, the Chief of Police (or his/her designee) will prepare and mail you a written letter explaining what was discovered surrounding the matter(s) at hand.