

# ***Citizen Complaint Procedures***

In keeping with the Mission and Value Statement of the Heath Police Department we will investigate any complaint against this agency or it's employees.

All complaints made in person or over the phone are initially received and investigated by the Sergeant on duty, or the Shift Commander. When the complaint is submitted, the complainant is furnished with the Chief's direct phone extension with the instruction to call him personally should no contact be made within three working days. The Chief or assigned investigator will contact the complainant within three working days of receiving the complaint to verify that the complaint has been received and is being processed.

Complaints can be made by e-mail to [policechief@heathpolice.com](mailto:policechief@heathpolice.com), or regular mail to:

Chief Anthony Shepherd  
Heath Police Department  
1287 Hebron Rd.  
Heath, OH 43056

Any person making a complaint by mail or e-mail in writing will be contacted by the Chief of Police or the assigned investigator within three working days of receiving the complaint. The Chief or investigator will verify that the complaint has been received and is being processed. The Chief or the assigned investigator will provide the complainant contact information.

During the course of an investigation the complainant will be advised of the status of the investigation if it goes beyond ten working days. The complainant may contact either the Chief or the assigned investigator at any time and request an update.

Investigation of minor complaints should be completed within ten working days of receiving the complaint. Investigations of a serious or complex nature may take up to 45 days to complete.

Once an investigation is completed, the complainant will be notified of the results of the investigation by the Chief of Police or a designated representative. The notification may be made in person, by phone contact, or regular mail.