



The Town of Forest Heights POLICE DEPARTMENT

Anthony N. Rease, Chief of Police

Uniform Citizen Complaint Process

1. Citizens may make complaints in person, by telephone, via email, or online.
2. Citizens making complaints are required to provide full name, mailing address, phone numbers, and email address if they wish to receive notifications about their complaint.
3. In person and telephone complaints will be handed by the Officer in Charge (OIC) at the time of the complaint is lodged. Complaints will be handled in a neutral manner with no attempts to influence the complainant in a negative manner.
4. Email complaints can be directed to the Bureau of Administrative Services, Office of Professional Standards (OPS) at OPS@forestheightsmd.gov.
5. Citizens will receive an initial acknowledgement response to their complaints within 72 hours.
6. In the event of an investigation, citizens will receive periodic updates to their complaint a minimum of one time per (week/month) until the complaint is resolved.
7. The Forest Heights Police Department will notify the complainant of the outcome of their complaint within 72 hours of disposition, including any discipline that has been imposed in accordance with established confidentiality policies and any applicable laws.
8. The process for filing citizen complaints and or compliments and a timeframe for outcomes are posted in the lobby of the Forest Heights Police Department and on our website at www.forestheightsmd.gov.

Online Complaint and Compliments Portal:

<http://www.forestheightsmd.gov/980/Police-Complaint-Form>