

## Summing Up

Your valid concerns and criticisms help us protect the community from possible misconduct by employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.



**Keith L. Mello**  
Chief of Police

## Milford Police Department



### Mission Statement

The Milford Police Department will serve the community through professional conduct at all times without prejudice or bias. To accomplish this, we will work to establish partnerships among our residents, businesses, elected officials and other City Departments to ensure a safe environment for all. We will utilize education and advanced technology during the course of our duties, along with emphasizing problem solving and conflict resolution.

## Milford Police Department

### Citizen Complaint/ Commendable Service Procedure



Milford Police Department  
Internal Affairs Unit  
430 Boston Post Rd  
Milford, CT 06460  
203-878-5244

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Chief of Police

## Citizen Complaint Process

**The Milford Police Department's Citizen Complaint process is intended to help you, the community, and the police as well.**

- If you have a concern about the practices or personnel of the Milford Police Department, what can you do about it?
- A positive relationship between the police and the public they serve, fostered by confidence and trust, is essential to effective law enforcement. While the police are charged with vigorous enforcement of the law, they must meticulously observe the rights of the people. Police personnel, at the same time, must be free to take action in a reasonable, lawful, and impartial manner without fear of reprisal.

The purpose of the Internal Affairs Unit is to ensure complete, fair and impartial investigations of citizens complaints.

### **What if I want to commend a Police Department employee?**

- We gladly accept commendation letters and will forward them to the employee and the Police Commission. We encourage the public to recognize our officers for their commendable acts of service.

## **HOW TO MAKE A COMPLAINT**

- The complaint forms are available to any citizen at the Front Desk (Information Window) of the Milford Police Department. The Information Window is open 24 hours a day, 365 days a year. You are also able to obtain a complaint form on our website: <http://milfordct.virtualtownhall.net> or call 203-783-4717 and ask to speak to a supervisor.
- Complaints may be filed in person by any citizen or may be completed and mailed to the Internal Affairs Unit.
- Upon receipt of the complaint, by the Internal Affairs Unit, a letter will be mailed to the complainant explaining whom to contact to make a formal citizen complaint.
- All complaints, including those filed anonymously, are accepted and investigated. It is preferred that a formal complaint be accompanied by notarized statement from the complainant.

Each complaint is examined on its own merits. Formal investigations require investigators to contact available witnesses, including police officers, examine any relevant physical evidence and gather all information pertinent to each allegation made in a complaint.

The Chief of Police will render a finding in each case. There are four possible findings:

**Sustained:** The investigation disclosed enough evidence to clearly prove the allegation.

**Not Sustained:** The investigation failed to reveal enough evidence to clearly prove or disprove the allegation.

**Exonerated:** The act, which proved to be the basis for the complaint, did occur; however, the investigation revealed the act was justified, lawful and proper.

**Unfounded:** The investigation has produced sufficient evidence to prove that the act or acts alleged did not occur. This finding shall also apply when individual personnel named in the complaint were not involved in an act that did occur.

You will be notified of the finding, in writing, at the conclusion of the investigation. When a finding of "Sustained" is determined, corrective action will be taken.