



## POLICE DEPARTMENT

23127 East Mission  
Liberty Lake, Washington 99019

### COMPLAINTS BY MEMBERS OF THE PUBLIC

The role of law enforcement, specifically the police, is very difficult and complex. Police officers can only effectively solve community problems when they are working in concert with the community. To accomplish this, the police must strive to serve the public in a fair and impartial manner that respects the dignity and diversity of everyone we contact. To achieve this, utmost tact and diplomacy are essential. Force must only be used when necessary, and then only that amount of force that is reasonable and legally appropriate.

The goal of the Liberty Lake Police Department is to always handle every situation in the most efficient and professional manner possible, not only in compliance with all legal and moral mandates, but also to the satisfaction of all parties involved. Our goal would be that the service we provide would never prompt a member of the public to complain; however, because we are human and because the people we contact and the situations we deal with are so complex, this will not likely be the case. Should you be in a situation where you feel the need to file a complaint, the following information is provided to assist you:

The Police Department wants to know about your complaint. This does not mean we want complaints, but that we need to know when our service needs to be improved or corrected. We want to find out when things go wrong, and correct the situation so that it does not happen again.

Our department policy mandates that we have a procedure in place to investigate complaints against our personnel, and that this procedure be made available to the public.

The procedure is as follows:

1. Any person wishing to make an allegation of misconduct or improper job performance against any department employee may do so.
2. Complaints are defined as the misconduct or improper job performance against any department employee that, if true, would constitute a violation of department policy, federal, state or local law.

3. Though the preferred method for making a complaint is in person and in writing, complaints may be filed in person, in writing, or by telephone.
4. Complaints will immediately be brought to the attention of the employee's direct supervisor.
  - a. Complaints shall not be prepared unless the alleged misconduct or job performance is of a nature which, if true, would normally result in disciplinary action.
5. After accepting a formal complaint, the supervisor or person designated by the Chief of Police, will conduct a thorough investigation into the allegation.
6. The complaint will be investigated within a reasonable period following the receipt.
7. Any and all complaints and allegations will be treated and investigated with impartiality and integrity, and the results of the investigation will be communicated to the Chief of Police.
8. The Chief of Police may accept or modify the classification and recommendation of disciplinary action contained in the conclusion of the investigative report.
9. The complaining party will be notified by written notice within 30 days from the final review however, the notice will not disclose the amount of discipline—if any—imposed.
10. Complainant may elect to have his/her identity remain confidential to the general public.

We sincerely hope that you will understand and/or be satisfied with the outcome of your complaint. Again, our goal is that you will never need to use this complaint form, as we do not want to fail in our continuing efforts to give you the best public safety service possible.

Sincerely,



Brian Asmus  
Chief of Police

# LIBERTY LAKE POLICE DEPARTMENT

## CITIZEN COMPLAINT FORM

**NAME OF COMPLAINANT:**

**ADDRESS:**

\_\_\_\_\_  
First

\_\_\_\_\_  
Street/P.O. Box

\_\_\_\_\_  
Last

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Middle

PHONE: (\_\_\_\_) \_\_\_\_\_  
Home

(\_\_\_\_) \_\_\_\_\_  
Work

(\_\_\_\_) \_\_\_\_\_  
Cell

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### INCIDENT

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_ **LOCATION:** \_\_\_\_\_

**OFFICERS NAME OR BADGE NUMBER:** \_\_\_\_\_

### WRITTEN SUMMARY OF INCIDENT

(Please use back or attach another page if more space is needed)

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RCW 9A.84.040 Making false reports to police officers: (1) A person commits the crime of making a false report if he/she willfully makes an untrue, misleading, or exaggerated statement in any report to the police or fire department, (2) Making a false report is a misdemeanor.

**SIGNATURE:** \_\_\_\_\_

**DATE/TIME:** \_\_\_\_\_