

# Springfield Police Department

Citizen  
Compliment  
&  
Complaint  
Form

## Internal Investigations Unit



**Cheryl Clapprod**  
Police Superintendent

**For further assistance contact:**  
**Internal Investigation Unit**  
**413-787-6383**  
**SpringfieldMaPolice.com**

## Citizen Compliment and Complaint Form

We, the Springfield Police, are committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within Springfield, Massachusetts, while at the same time maintaining respect for individual rights and human dignity.

Our goal is to ensure that our employees are guided by the principles that every individual has infinite dignity and worth, and that we must show respect for the citizens we serve and for the men and women of the Department.

A citizen compliment or complaint, and its subsequent investigation, causes the police to examine the service that we provide to our community and to make necessary improvements in the way we provide those services.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint. For more information, see the Citizen Compliment and Complaint Process brochure.

If you have a complaint or you would like to compliment an employee, you can fill out this form and either mail it or drop it off at the Internal Investigations Unit Office at 299 Page Boulevard. Please call 413-787-6383 if you have any questions or need assistance filling out the form.

Complaints can be filed on actions by any Police Department employee.

## From Cheryl Clapprod

Thank you for taking your time to let us know how the Springfield Police Department can better improve the service we provide to the community. Community policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or complainants, but when problems arise it is our goal to resolve the issue quickly and courteously.

**During normal business hours,  
forms can be obtained and/or  
filed at the following locations:**

### **24 Hours a day:**

**Springfield Police Dept .,**  
130 Pearl Street  
Front Desk 413-787-6322\*

\*\*Squad Commanding Officer 413-787-6325

**\*Request to speak with a supervisor or the  
commanding officer on duty.\*\***

### **During Business Hours:**

**City Hall, Clerks Office,** 36 Court St.  
413-787-6094 or 311

**Indian Orchard Citizen Council**  
117 Main St., Indian Orchard, 413-209-8240  
**New North Citizen Council,** 3012 Main St.,  
413-747-0090 or 413-732-3229

**South End Citizen Council,** 510 Main St.,  
413-732-5105

**Springfield Police Dept. ,IIU**  
299 Page Boulevard, (413) 787-6383

**Urban League ,**  
1 Federal St., Building 111-3, 413-739-7211  
**All Community Police Sector Offices**  
Please speak to a supervisor only.

This form may be downloaded from our  
Website: **SpringfieldMaPolice.com**

### **REMINDER: The procedures for filing your complaint(s) are as follows:**

- 1. Hand delivered to any above locations.**
- 2. U.S. Mail:**  
**Springfield Police Dept.,**  
**P.O. Box 308, Springfield, MA 01101-0308**
- 3. Email: [IIUsubmit@SpringfieldPolice.net](mailto:IIUsubmit@SpringfieldPolice.net)**

**Springfield Police Department**  
**Citizen Compliment/Complaint Form**

*Online Form*

---

Name of Citizen	Address (Street, City State, Zip)	Telephone Number
-----------------	-----------------------------------	------------------

---

Employer	Address (Street, City State, Zip)	Telephone Number
----------	-----------------------------------	------------------

---

Personnel Complimented/Complained About (Name, Rank, Badge Number, if known)

---

Personnel Complimented/Complained About (Name, Rank, Badge Number, if known)

The following is not necessary but it will help with our statistics in reporting accurately to the Federal Government, thank you:

Date of Birth

Race

Sex

**What Happened:** (describe in your own words, everything you consider necessary for the police to investigate your complaint such as the date, time, location, etc. Use additional paper if necessary.) You may also use this form if you wish to compliment an officer on his or her conduct. Please also be as detailed as possible.

---

---

---

---

---

---

---

---

Were There Witnesses (Yes/No)?

If Yes, Please List:

---

Name	Address	Telephone Number
------	---------	------------------

---

Name	Address	Telephone Number
------	---------	------------------

I understand that I will be informed of the result of the Police investigation and the disposition of my compliment/complaint. I am (am not) willing to testify at any hearing in connection with this I have read the above statement and it is true and accurate to the best of my knowledge.

Signature \_\_\_\_\_ Witness \_\_\_\_\_

Received at \_\_\_\_\_ Date \_\_\_\_\_

Signature of Receiving Authority \_\_\_\_\_

"E-Signature(s)", and signature(s) to this form transmitted by facsimile or by electronic mail shall be valid and effective to bind the Party so signing. Each Party agrees to promptly deliver an execution original to this form with its actual signature to the other Party, but a failure to do so **shall not** affect the enforceability of this form.