

**TOWN OF BRANT POLICE DEPARTMENT  
1272 BRANT N. COLLINS RD.  
BRANT, N.Y. 14027  
PHONE (716)-549-4040  
FAX (716)-780-7408**

**How to Initiate a Citizen Commendation/Complaint Form**

The Citizen Commendation/Complaint form should be completed whenever an employee of the Brant Police Department has allegedly acted in an improper manner or to commend an officer for his or her outstanding performance. This can include, but not limited to alleged illegal, unethical or unprofessional conduct.

Trust between the police and the community is essential to effective law enforcement. It is critical that a police department establish a relationship of trust and confidence with its community and deliver public safety services in a fair and impartial manner. In order to nurture and preserve that relationship, public confidence must be maintained in the ability and willingness of the Police department to investigate and properly adjudicate allegations of misconduct made against its employees. Retaliation of any kind by a Brant Police Department employee against a complainant that files a citizen complaint will not be tolerated and should immediately be reported to the Chief of Police of the Brant Police Department.

Whenever possible, the Citizen Commendation/Complaint form should include as much information as possible, to include the identity of all persons involved in the alleged incident including the officer(s) name, witnesses; the specific behavior of the department employee and /or nature of the alleged misconduct or outstanding performance; and the date, time and location that the incident occurred. Attach or make available to the investigators any audio and or video that may have a roll in this alleged incident. The citizen commendation/complaint form should be thoroughly completed and returned to the Brant Police Department as soon as possible (preferably within 30 days). Your concerns will be investigated and you will be informed by the Brant Chief of Police or his / her designee of the outcome of the investigation.

Substantiated allegations can lead to serious consequences including verbal and/or written reprimands, suspension and even termination of the employee. The Brant Police Department takes complaints against employees seriously and as noted above, will thoroughly investigate allegations of misconduct. Complaints that are found to be intentionally false and/or malicious may result in criminal and/or civil liability on the part of the complainant.

Completed Citizen Commendation/Complaint forms may be returned to the Brant Police Department in person or mailed to the Brant Police Department ,Box 251, Brant N. Y. 14027, Attention Chief Of Police. Citizen Commendation/Complaint forms may also be emailed to: [police@brantny.com](mailto:police@brantny.com).

If you have any questions, please contact the Brant Police @ (716)-549-4040.

Thank you,

DONALD D. HEPKINS  
Chief of Police



