

How a Citizen May Make a Complaint

- 1. If you wish to make a complaint about the actions of a Cookeville Police employee or about any aspects of Cookeville Police operations, please:**
 - a. come to the police department and tell any employee that you want to make a complaint, or**
 - b. call the police department, 526-2300, and tell the person answering the phone that you want to make a complaint, or**
 - c. write your complaint out and mail it to the Chief of Police, Cookeville Police Department, Post Office Box 849, Cookeville, TN 38503-0849**
- 2. Any police supervisor will assist you in completing a complaint against an employee. You will be asked to identify yourself and then to document specific details about your complaint.**

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- 3. Your complaint will then be investigated. You may be contacted and asked additional questions about your complaint.**
- 4. If it is going to take over ten working days to investigate your complaint, you will receive a letter telling you approximately when you may expect a reply.**
- 5. When your complaint has been investigated, the appropriate supervisor will review the findings and write you a letter explaining the outcome.**