



HOW TO MAKE A FORMAL COMPLAINT TO THE EASTON POLICE DEPARTMENT

1. A complaint is defined as an allegation that, if proven factual, would constitute misconduct. Exceptions: Differences of opinion between a sworn member and a citizen over the issuance of a traffic citation, parking ticket and/or criminal arrest are not complaints unless the allegation reports misconduct, (i.e. improper demeanor, use of force, etc.)
2. Complaints can be made against the Department or any of its members in any of the following ways:
 - a. In person.
 - b. In writing.
 - c. By telephone.
 - d. Anonymously, via telephone, mail or in person.
3. If you wish to make a formal complaint, please:
 - a. Come to the Department and advise you wish to make a complaint. A supervisor will assist you in filling out a "Complaint Against Personnel," Form 24. This form asks you to identify yourself and then to give specific details about your complaint; or
 - b. Call the Department at 410-822-1111 and tell the person answering the phone that you want to make a complaint; or
 - c. Download a "Complaint Against Personnel," Form 24 from the Town of Easton's website at <http://eastonmd.gov/Police/RulesRegs/>. Complete the form and mail or bring it to the Easton Police Department at 106 West Dover Street, Easton, Maryland 21601.
4. **A complaint alleging brutality or excessive force must be returned to this agency within 366 days of the alleged act on a duly sworn Form 24A, Complaint of Brutality which can be found on the website or at the Department.**
5. Your complaint will then be investigated. You may be contacted and asked additional questions about your complaint.
6. If it is going to take a long time to investigate your complaint, you will receive a letter telling you approximately when you may expect a reply.
7. When your complaint has been investigated, the Chief of Police will review the investigation and inform you, in writing, the disposition of your complaint.