

WATERVILLE VALLEY DEPARTMENT OF PUBLIC SAFETY

ATTACHMENT GO-EC-004-A1 HOW TO MAKE A COMPLAINT

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1. If you wish to make a complaint about the actions of a member of the Waterville Valley Department of Public Safety or about any aspect of Department operations, please:
 - a. Come to the Department and tell any member that you want to make complaint; or
 - b. Call the Department and tell the person answering the phone that you want to make a complaint.
 - c. Write your complaint and mail it to the Chief of Police/Deputy Director.
 - d. If your complaint involves the Chief of Police/Deputy Director, you may contact the Director of Public Safety.
 - e. If your complaint involves the Director of Public Safety, you may contact the Town Manager.
2. A member will assist you in filling out a report of complaint against department personnel on the appropriate form. This form asks you to identify yourself and then to give specific details about your complaint.
3. Your complaint will then be investigated. You may be contacted and asked additional questions about your complaint.
4. You will be contacted by the Chief of Police, or his designee, when the investigation has been completed.