



VIRGIN ISLANDS POLICE DEPARTMENT

CITIZEN COMPLAINT FORM

If assistance is needed in completing this form, please ask any available police officer.

Did any officer advised you of your right to file a complaint? YES NO *If yes, please include the officer(s)' name or badge number(s) if known.*

Did any officer attempt to discourage you from filing this complaint? YES NO *If yes, please describe and please include the officer(s)' name or badge number(s) if known.*

Complainant Information			
Name (optional)			
Physical Address			
Mailing Address			
Email Address			
Contact Telephone Number(s)			
Preferred Contact Time			
Incident Information			
Location of Incident	Date of Incident	Time of Incident	
Nature of Complaint (Please give a brief description of what occurred)			
Witness Information			
Name of Witness (if known) or Description of Witness (if name is unknown)	Address of Witness	Telephone Number	Relationship to Complainant
Identity of Police Officer/Civilian Employee			
Name of Police Officer/Civilian Employee (if known) or Description of Police Officer/Civilian Employee (if name is unknown)	Badge/PDN Number	Vehicle Operated	
See reverse side for Complaint Form Guidelines			
Complainant's Signature (Optional):	Date:	CCN#:	
Reporting Supervisor's Name and PDN#:	Reporting Officer's/ Agent's Name & PDN #:		
Zone (Section receiving this report):	Date and Time of this Report:	Internal Affairs # (if applicable)	
Internal Affairs Section Only			
Reviewer (Print Name & Signature)	Date:	Date Received by Internal Affairs:	

CITIZEN COMPLAINT FORM

Complaint Form Guide

This form is to assist a Citizen in filing a complaint against any Virgin Islands Police Department Employee. It has been designed to minimize your contact with Police Department Personnel, if that is your desire.

- Each complaint will receive an identifying number, the "control" number listed on the top right of the form.
- You may fill out the form and deliver it to a Zone and receive a control number immediately. Additionally you may deposit it in one of the boxes at the Police Stations, or you may mail the form to either of the following addresses:

Internal Affairs Bureau

Virgin Islands Police Department
Alexander Farrelly Justice Complex
St. Thomas, V.I. 00802

Phone: 340-774-2452

Fax: 340-774-7020

Email: internal.affairs@vipd.gov.vi

Internal Affairs Bureau

Virgin Islands Police Department
#45 Mars Hill
Frederiksted, VI 00840

Phone: 340-778-3066

Fax: 340-778-0470

Email: internal.affairs@vipd.gov.vi

- You do not have to put your name on the form, but if you wish to receive your Control number you must leave some information so that an Internal Affairs Investigator can reach you.
- You may also speak to a supervisor and make a verbal complaint, the supervisor will then take the necessary information and give you a control number and contact numbers for the Internal Affairs Bureau.

Complaint Procedure

1. Police Department employees shall provide assistance to citizens who want to file a complaint against any Police Department employee, police procedure or policy of this Department. This includes but is not limited to:
 - a. Calling a Supervisor to a scene to document a complaint;
 - b. Explaining the Department's complaint procedure;
 - c. Providing referrals to individuals and/or locations where such complaints can be made in person; or
 - d. Explaining alternative means for filing complaints, such as by phone or mail.
2. Complaints may be received by supervisory members of the Police Department either in person, over the phone, email, or in writing and may be filed anonymously or by using this complaint form.
3. The Supervisor will explain to the Complainant the complaint investigation process. If appropriate, the supervisor may explain the procedures which may have precipitated the complaint.
4. The Complainant shall receive a copy of the complaint as filed with the Department and shall be asked to verify by signature if it is a complete and accurate account. If the Complainant elects not to sign, this fact shall be documented and the investigation will proceed.
5. IAB may assume concurrent or sole authority for the investigation upon notification of the supervisor or commander, IAB may also recommend that the investigation be completed by the Command.
6. Should an investigation at any time reveal evidence of criminal conduct, all information shall be forwarded to the Commissioner and IAB as soon as possible.