



VIRGIN ISLANDS POLICE DEPARTMENT

CITIZEN COMPLAINT FORM

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

Complainant Information			
Name (optional)			
Physical/Mailing Address			
Email Address			
Contact Telephone Number(s)			
Preferred Contact Time			
Incident Information			
Location of Incident	Date of Incident	Time of Incident	
Witness Information or Description if identity is unknown			
Name or Description of Witness (if known)	Address of Witness	Telephone Number	Relationship to Complainant
Identity of Police Officer/Civilian Employee or Description if identity is unknown			
Name or Description of Police Officer/Civilian Employee (if known)	Badge/Employee Number	Vehicle Operated	
Nature of Complaint (Please give a brief description of what occurred)			
See reverse side for Complaint Form Guidelines			
Complainant's Signature (Optional):		CCN#:	
Reporting Supervisor's Name and Badge#:	Zone (Section receiving this report):	Internal Affairs # (if applicable)	
Date and Time of this Report:		Reporting Officer's Name & Badge #:	
Internal Affairs Section Only			
Reviewer (Print, signature and 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: 340-778-0470

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. Employees shall provide assistance to citizens who express a desire to lodge a complaint against any employee 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 lodging 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 lodged anonymously or by using this complaint form.
3. Supervisory personnel shall cause a preliminary inquiry to be conducted to determine if grounds exist to conduct an administrative investigation.
4. If the inquiry finds that up-to-standard Departmental Rules and Procedures have been followed, the Supervisor will explain to the Complainant the investigatory steps taken by the Department together with the findings and conclusions of the investigation. If appropriate, the supervisor may explain the procedures which may have precipitated the complaint.
5. The Complainant shall receive a copy of the complaint as lodged 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.
6. If the supervisor's preliminary investigation identifies grounds that may support disciplinary action, the supervisor shall cause further investigation of the complaint and shall notify the Internal Affairs Bureau (IAB) of this action.
7. 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.
8. 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.