



## **HOW TO MAKE A COMPLAINT/COMPLIMENT**

# COMPLIMENT PROCEDURE

The Auburn Police Department is committed to providing the public with professional law enforcement service. We shall always strive to perform our duties with acceptance, understanding and approval.

If you would like to compliment a Police Department employee for work considered worthy of recognition, please do one of the following:

- Mail your comment to the Chief of Police at the address listed on the back, or
- Contact the employee's supervisor in person at the Auburn Police Department
- Call the Department's non-emergency number listed on the back and ask to speak with a supervisor

Once your compliment has been received it will be documented and conveyed to the employee and his/her supervisor. A copy of the compliment will also be placed in the permanent record of the employee. As you would expect, our employees sincerely appreciate any positive feedback from those who they serve.

# COMPLAINT PROCEDURE

The policy of the Auburn Police Department is to accept and investigate all complaints or allegations of improper conduct on the part of any employee. In so doing, the Department will endeavor to be fair to both the complainant and the employee(s) involved. To register a complaint you should contact one of the following:

- The Chief of Police or Captain
- Lieutenant

Your contact can be made in writing, by telephone or in person to the Police Department.

Once your complaint has been received it will be issued a case number and investigated according to established protocols. You will be notified of the results.

The Auburn Police Department encourages the filing of legitimate complaints as a means to hold the Police Department and its employees accountable to the public

# CONTACT INFORMATION

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Edward G. Picard  
Chief of Police

Capt Gary Bartis

Lt Charles R. Pelton

AUBURN POLICE DEPARTMENT  
55 EATON HILL RD  
AUBURN NH 03032

Non-Emergency Number: 483-2134

Emergency: 911

The Auburn Police Department is committed to excellence in service to the community. The standards of the Auburn Police Department are among the highest in the State. Our community and our department can best prosper with your support of these standards—by commendation, recommendation, question or complaint..

The Auburn Police Department looks forward to working with you as we strive to improve the quality of life in Auburn through effective law enforcement