



MIT Police Department
565-570 Memorial Drive, W91
Cambridge, MA 02139
617-253-1212



Complaint Form Guidance

Filing a Complaint with the MIT Police Department:

The MIT Police Department is committed to providing exceptional and professional service to the MIT Community and campus visitors. The department will investigate, or delegate investigation of, complaints of misconduct against any department members or the department itself.

Who can file a Complaint with the MIT Police Department?

Anybody who wishes to, can file a Complaint with the MIT Police Department.

How to file a Complaint:

A Complaint can be filed:

- 1) In person at MIT Police Headquarters
- 2) Over the phone by calling the main MIT Police Department phone number and requesting a supervisor
- 3) Visiting the MIT Police Department website or by;
- 4) Contacting any police employee for assistance in reaching a supervisor

What information is needed?

The Complainant can provide the department with their name and contact information or file the Complaint anonymously. The Complainant should understand that filing a Complaint anonymously can sometimes limit the ability of department administrators to respond due to the inability to confirm or verify the information presented without attribution.

At a minimum, the Complainant will need to provide the approximate date and time of the incident or encounter, the location, and the name of the officer or officers involved (if known). If the Complaint is about the department in general, please leave the employee information blank and provide details in the "Summary" section of the form. If applicable, the name or names of other involved persons or potential witnesses would also be helpful.



MIT Police Department
 565-570 Memorial Drive, W91
 Cambridge, MA 02139
 617-253-1212



COMPLAINT FORM

Date Filed:	Time Filed:
-------------	-------------

Person Filing Complaint *(Please write "Anonymous" if you do not wish to leave your name):*

Name of Person Completing Complaint Form *(If different than person filing complaint):*

Address:

Phone Number: PREFERRED METHOD OF CONTACT:	Email: PREFERRED METHOD OF CONTACT:
---	--

Witness Name *(If applicable):*

Address:

Phone Number: PREFERRED METHOD OF CONTACT:	Email Address: PREFERRED METHOD OF CONTACT:
---	--

Day, Date, Time of Occurrence:	Location of Occurrence:
--------------------------------	-------------------------

Name/Rank of Involved Employee <i>(If known):</i>	Badge Number <i>(If applicable/known):</i>
---	--

Physical Description of Employee *(If name unknown):*

Complainant Signature (Optional)

Date

PLEASE PROVIDE A SUMMARY OF YOUR COMPLAINT ON THE NEXT PAGE

PLEASE PROVIDE A SUMMARY BELOW:

Was the Supervisor taking the complaint entrusted to resolve the complaint to the Complainant's satisfaction at the time of receipt? YES NO

If yes, the supervisor and complainant are asked to sign below. The Supervisor will document actions taken on a separate form to be submitted with the Complaint.

Complainant Signature

Supervisor Signature

DEPARTMENT USE ONLY

Name/Rank/Badge # of Supervisor Receiving Complaint:	Signature of Supervisor Receiving Complaint:
Date Received:	Copy Provided to Complainant: YES NO
How Complaint Was Received (Ex: in-person, email, etc.):	How Copy Provided (Ex: in-hand, email):
<i>Superior Officer Notification (Chief, Deputy Chief, Operations Commander, Administrative Captain)</i>	
Date/Time:	How was Notification Made (Ex: phone, email)?

INTERNAL AFFAIRS

Employee POST ID (If applicable):	Was notification made to POST? YES NO N/A Date: Time:	Complaint Number:
-----------------------------------	---	-------------------



MIT Police Department
565-570 Memorial Drive, W91
Cambridge, MA 02139
617-253-1212



Complaint Form Guidance

Return this form:

- 1) In-person to a Supervisor at the MIT Police Department located at the address above
- 2) Mail to the address above *Attention: Internal Affairs* or;
- 3) Email to: mitpd-feedback@mit.edu

If the Complaint is not being made anonymously you will receive confirmation that we received this form.

What happens after a Complaint is made?

All complaints are thoroughly investigated. The department may contact you for clarifying details if the complaint is not being made anonymously.

Informal complaints may be resolved by discussion. Formal complaints involve a detailed investigation and findings categorized as Sustained, Not Sustained, Exonerated, Unfounded, or Misconduct Not Based on the Complaint. The Chief of Police reviews all investigations. Appropriate actions are taken for Sustained findings, and criminal investigations are forwarded to the District Attorney if necessary.

What will be shared with you?

Periodic updates and final findings of the investigation will be communicated to you if the complaint is not being made anonymously.

Our Commitment to You

The MIT Police Department will benefit from gaining your input. We are committed to providing quality service to our community professionally and with integrity.