

CITIZEN REPORT FORM

Incident Description

Santaquin City Police Department

Internal Affairs Investigations

Citizen Guide

Citizen Information

Name: \_\_\_\_\_

Age: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Gender:  Male  Female

- Race:  Asian or Pacific Islander
- Am. Indian or Alaskan Native
- Black
- Hispanic
- Middle Eastern
- White
- Other/Unknown

Police Department Member Information

Officer's Name\* \_\_\_\_\_

\*If you do not know the member's name you may give a description of the member here.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Narrative of the incident:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of Report: \_\_\_\_\_

I understand that this is an official police report. I affirm that my report is accurate to the best of my recollection and ability.

Signed: \_\_\_\_\_



The Mission of the Santaquin City Police Department is to:

**PROVIDE A SAFE ENVIRONMENT FOR LIFE AND PROPERTY WITHIN SANTAQUIN CITY THROUGH QUALITY SERVICE.**

“The Santaquin City Police Department is dedicated to serving the needs of the community while respecting the rights of citizens and the police department members. Every year police department members are confronted with a variety of situations, some of which may be occasions where citizens feel they did not receive the service expected, or possibly were not treated respectfully or professionally.”

“The Santaquin City Police Department is dedicated to serving Santaquin City and all citizen complaints will be investigated. The purpose of this brochure is to explain the process of initiating a report concerning the Police Department or a member of the Police Department and what transpires after a report has been made.”

-Chief Rodney Hurst

## **Initiating a Complaint or Complimentary Report**

Any citizen may initiate a complaint or compliment on a Police Department member. You may fill out and submit the included Citizen Report Form or telephone a duty supervisor. Supervisors may be contacted at the Santaquin City Police Department at 275 West Main, Santaquin, UT 84655, or through the Utah Valley Dispatch Center at 801-794-3970. Complaints or compliments may be reported regarding any member of the Police Department including all sworn and non sworn members.

You may also contact the Internal Affairs Section directly by calling 801-754-1070.

You will be asked to complete a written statement outlining the details of your complaint or compliment.

### **CAUTION**

Though citizens are encouraged to report concerns, the Police Department cautions not to falsely or maliciously accuse Police Department employees. False complaints can adversely affect a member of this office and erode the quality of public services provided. Your kind consideration is appreciated.

### **Types of Complaints**

The Police Department defines the categories of complaints as:

Minor Complaint: A complaint which deals with an employee's attitude or demeanor.

Major Complaint: A complaint of a serious nature which may involve the use of force, criminal conduct, false arrest or any other serious matter.

Service Complaint: Complaints regarding the level of service delivered. These complaints may involve failure to respond to a call for service, or an employee's failure to make a report.

Confidential Complaint: Due to the nature of these complaints they will be investigated accordingly. The utmost effort will be given to maintain the confidentiality when possible. Complaints can be made anonymously. Anonymous complaints are more difficult to investigate and are not always as thorough as a complaint by a known person.

### **Investigative Process**

First you submit your complaint. We will then contact you by mail or telephone within 10 working days to let you know that we received and recorded your complaint. It is the Santaquin Police Department policy that all complaints be investigated within 30 days of receipt. This time line may be extended if necessary to thoroughly conduct the investigations. You may be contacted at least monthly until the investigation is completed. Once the investigation is completed, we will contact you regarding the determination of the complaint. We will make every effort to keep you informed but you are always welcome to contact us.

When a complaint of a minor nature is received, it will be referred to the member's immediate supervisor to conduct the investigation. The investigation may involve all parties or witnesses to the allegation being contacted and interviewed. Following completion of the investigation, the supervisor will forward the report to the Internal Affairs Section via the chain of command.

Major complaint investigations will be conducted by the Internal Affairs investigators. Complaints of a criminal nature will necessitate a criminal investigation, independent of the internal investigation. Investigations completed by, or referred to the Internal Affairs Unit will be forwarded to the Chief of Police.

Service complaint investigations may be assigned to supervisory personnel or the Internal Affairs Unit.

Anonymous or confidential complaints will be investigated in the same manner as the previous three categories depending on which category would be applicable.

### **NOTICE**

**This brochure and form are an official police report form. To deliberately make false or misleading statements on this form, or to any officer investigating the information submitted in this report, whether those statements are written or verbal, may be guilty of a criminal offense under Utah law U.C.A 76-8-504 (Giving False Information) and/or U.C.A. 76-8-606 (Making a False Report).**

Questions and inquiries can be made my mail, phone, or e-mail to:

**Chief Rodney Hurst**  
275 West Main  
Santaquin, UT 84655

**Phone: (801) 754-1070**  
**E-mail: [rhurst@santaquin.org](mailto:rhurst@santaquin.org)**

Please visit our website at [www.santaquin.org](http://www.santaquin.org) for more information concerning the Santaquin City Police Department.