

GUIDE TO FILING COMMENDATION, INQUIRY/COMMENT OR COMPLAINT

The Canton Police Department is committed to providing the best possible service to the community. We work cooperatively with town residents, businesses and other agencies to enhance and improve the quality of life for those we serve. As a professional law enforcement agency we strive to achieve our goals and attain the highest level of performance. We welcome feedback concerning our performance, our operational procedures, and your recommendations as to how we can better meet the public safety needs of Canton's residents.

Please see the links below to the Chief's email and the "Citizen Feedback" form.

Commendation:

The best way to commend the performance of any Canton Police Department employee is to write a brief letter or submit an email describing the incident and the actions of the employee that you felt were exceptional. Information such as the date, time, and location will help identify the employee if you do not know his/her name. If you choose not to write, you may speak to any police supervisor and make a verbal commendation. Commendations received will be forwarded to the Chief of Police and the written documentation will be placed in the employee's personnel file. Although our employees do not expect to be thanked for what they do in the normal course of their work day, recognition of exceptional service or performance is always appreciated. This feedback helps us to identify if we are doing a good job and provides a measure as to whether we are meeting or exceeding residents' expectations.

Inquiry/Comment or Complaint:

An inquiry/comment or complaint may be made by letter, email, fax, telephone, or in person. In certain circumstances anonymous complaints will be accepted as well. Complaints against police department employees should be directed to the Chief of Police. To aid in investigating any complaint, please provide the date, time, and location of the event; the name of the employee involved (if known); and the names, addresses, and telephone numbers of any possible witnesses.

The Canton Police Department considers all complaints against its employees very seriously and actively pursues investigations of misconduct. For this reason, please provide as many factual details as possible.

Once an inquiry/comment or complaint is received, an investigation will be initiated. An investigation may include a review of applicable reports, department policies and procedures, collection of any evidence, and interviews with parties involved. We will address and respond to all submittals as quickly as possible based on the nature of the inquiry/comment or complaint and the scope of investigation.

Contact Information

Chief Christopher Arciero

Canton Police Department

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