



SHANE L. CROOKS
Chief of Police

Saratoga Springs Police Department

5 Lake Avenue
Saratoga Springs, New York 12866
(518) 584-1800

Serving Since 1887



JOHN T. CATONE
Assistant Chief of Police

The Saratoga Springs Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of its members. Although not required, complainants are encouraged to file complaints in person so that proper identification, signatures, photographs or physical evidence may be obtained as necessary. Although written complaints are preferred, a complaint may also be filed orally, either in person or by telephone. When possible oral complaints should be made directly to a supervisor.

Personnel Complaint Form Instructions

Box 1. To be filled out entirely by the SSPD

Box 2. While all requested information is optional, it is recommended that you fill out any of the information that is necessary for a member of the police department to contact you regarding the complaint. A working phone number, full name, address and Date of Birth will assist us in processing your complaint. Anonymous and third-party complaints will be accepted and investigated to the extent that sufficient information is provided. Failing to provide proper information may result in limiting the department's ability to investigate the complaint.

- Race will only be used for statistical purposes. It will have no effect on how the complaint is processed.

Box 3. For each witness (if any) you should provide their name and phone number. The SSPD must have a way to contact them. Please know that your complaint will be referenced when they are contacted.

Box 4. For the incident summary please provide any details that you believe to be relevant. If you know the name and/or rank of the officer that you are making the complaint against, please provide it. If you know the name and rank of other officers that may have been on the scene at the time, please provide that information as well. If you do not know the specific name and/or rank of the officers, please provide any identifying information that can be used to specifically identify him/her. If required, there is additional space on page 2 of the form to continue your summary of the incident and the details of the complaint itself.

- If known the actual date and location of the incident in question must be provided. The exact time is not needed but a general time frame (i.e. between 6 and 7 pm) should be provided.

- The signature of the person making the complaint should be provided. In addition, a witness to that signature should also be provided on the form. This confirms that the complainant is the actual person making the complaint and not someone else using their name and information.

- The warning across the bottom of the page is added to many forms being filed with an office of the government. This is not unique to this form. This warning is to alert the person making the complaint to ensure that all of the information



www.saratogapolice.org



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being provided is being provided to the best of their knowledge and that they are not intentionally filing something that they actually know is not true.

Box 5. The complainant summary should be completed by the complainant and contain a detailed description of the incident. Failing to provide a detailed summary may hinder the ability to conduct a proper internal investigation.

Your complaint can be filed in any of the following ways:

- In person at the police station.
- By email at: saratogapolicecontact@saratogapolice.org
- Or by mail. Saratoga Springs Police Department 5 Lake Ave Saratoga Springs NY 12866 att: Chief of Police
- By telephone, 518-584-1800 ext 2 and ask to speak with the desk supervisor.



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