

NASHVILLE POLICE DEPARTMENT

SUMMARY OF COMPLAINT PROCESS

I. Secure Complaint Form

- From front desk at police department (Monday – Friday, 8:30 a.m. – 4 p.m.)
- Online @ [townofnashville.org /NPD.html](http://townofnashville.org/NPD.html) or by phone request 812-988-5533 Ext. 100 (24 hours/day)

II. Complete Complaint Form

- Take complaint form to the police department
- Mail complaint form to the police department
- Anonymous form will be reviewed and filed

III. What Happens to Complaint Forms?

- Copies of all forms go to Chief of Police
- Chief of Police confirms receipt within five (5) business days by letter to the citizen and police employee
- Chief of Police handles the complaint or will assign a special investigator
- Disposition of complaint is reviewed by Chief of Police and is communicated to the citizen and police department employee

IV. Appeals Procedure

- Citizen request in writing a meeting with the Chief of Police

V. Key Standards

- Complaint should be filed within fifteen (15) days of the alleged incident
- Investigation to be completed within thirty (30) days of receiving written complaint
- Appeals process initiated within fifteen (15) days of written receipt of disposition