



# ROCKPORT POLICE DEPARTMENT

*Chief of Police John Horvath*

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## CITIZEN COMPLAINTS

### *Complaints Against Police Department Personnel*

All Rockport Police Department employees are committed to providing service with integrity and professionalism, while maintaining a positive partnership with the community. In an effort to ensure transparency and foster trust and accountability, the police department has an established formal complaint process to accept and investigate allegations of agency and/or employee misconduct.

This formal complaint process requires that all complaints be accepted, investigated, and completed with a conclusion of fact. If appropriate, employees may be disciplined and/or receive training for identified misconduct according to the department's disciplinary procedure.

### *Commonly Asked Questions*

*Question: How do I file a complaint against a Rockport Police employee and/or the Rockport Police Department?*

Answer: Complete the Citizen Complaint Intake Form that can be found on the Town of Rockport website or at the Rockport Police Department and return the completed form to:

**Rockport Police Department  
Attention: Chief of Police John Horvath  
168 Main Street  
Rockport, MA 01966**

You will be contacted for a follow-up interview and a signing of the complaint intake form as appropriate.

*Question: Are anonymous complaints accepted?*

Answer: Yes, anonymous complaints are accepted and will be investigated. However, we do not encourage anonymous complaints because they are more difficult to investigate due to the limited availability to receive important, pertinent follow-up information from the complainant.

*Question: What happens after I file a complaint?*

Answer: The complaint will be investigated by a supervisor. The complaint investigation usually takes 30-60 days to complete, but may require additional time based on the allegations. Following the investigation, the complainant will be notified of the investigative finding.

If you have questions regarding the Rockport Police Department citizen complaint process please contact Chief John Horvath at 978-546-1212.