

Springfield Police Department

Citizen
Compliment
&
Complaint
Form

Internal Investigations Unit



Lawrence E. Akers
Police Superintendent

For further assistance contact:
Internal Investigation Unit
413-787-6383
SpringfieldMaPolice.com

Citizen Compliment and Complaint Form

We, the Springfield Police, are committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within Springfield, Massachusetts, while at the same time maintaining respect for individual rights and human dignity.

Revised March 2025

Our goal is to ensure that our employees are guided by the principles that every individual has infinite dignity and worth, and that we must show respect for the citizens we serve and for the men and women of the Department.

A citizen compliment or complaint, and its subsequent investigation, causes the police to examine the service that we provide to our community and to make necessary improvements in the way we provide those services.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint. For more information, see the Citizen Compliment and Complaint Process brochure.

If you have a complaint or you would like to compliment an employee, you can fill out this form and either mail it or drop it off at the Internal Investigations Unit Office at 299 Page Boulevard, 130 Pearl Street or 36 Court Street. Please call 413-787-6383 if you have any questions or need assistance filling out the form.

Compliments and complaints may be submitted regarding the agency or any department employee's actions.

From the Superintendent

Thank you for taking your time to let us know how the Springfield Police Department can better improve the service we provide to the community. Community policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or complainants, but when problems arise it is our goal to resolve the issue quickly and courteously.

**During normal business hours,
forms can be obtained at the
following locations:**

24 Hours a day:

Springfield Police Dept.

130 Pearl Street

Front Desk 413-787-6322*

**Squad Commanding Officer 413-787-6325

***Request to speak with a supervisor or the
commanding officer on duty.***

During Business Hours:

District Court, Clerks Office

50 State St. 413-748-8600

City Hall, Room 214

36 Court St. 413-787-6094 or 311

Indian Orchard Citizen Council

117 Main St., Indian Orchard, 413-209-8240

New North Citizen Council

3012 Main St., 413-747-0090 or 413-732-3229

South End Citizen Council

510 Main St., 413-732-5105

Springfield Police Dept., IIU

299 Page Boulevard, 413-787-6383

Urban League

1 Federal St., Building 111-3, 413-739-7211

This form may be downloaded from our Website:
SpringfieldMaPolice.com

**REMINDER: The procedures for filing your
complaint(s) are as follows:**

1. Hand delivered:

130 Pearl St., 299 Page Blvd. or 36 Court St.

2. U.S. Mail:

Springfield Police Dept.,

P.O. Box 308, Springfield, MA 01101-0308

3. Email:

IIUSubmit@SpringfieldPolice.net

Springfield Police Department
Citizen Compliment/Complaint Form

Online Form

<hr/> Name of Citizen	<hr/> Address (Street, City State, Zip)	<hr/> Telephone Number
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Personnel Complimented/Complained About (Name, Rank, Badge Number, if known)

Personnel Complimented/Complained About (Name, Rank, Badge Number, if known)

The following is not necessary but it will help with our statistics in reporting accurately to the Federal Government, thank you:

<hr/> Age	<hr/> Race	<hr/> Ethnicity	<hr/> Sex
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What Happened: (describe in your own words, everything you consider necessary for the police to investigate your complaint such as the date, time, location, etc. Use additional paper if necessary.) You may also use this form if you wish to compliment an officer on his or her conduct. Please also be as detailed as possible.

<hr/> Are You Willing to Testify?	<hr/> Were There Witnesses?	<hr/> If Yes, Please List:
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<hr/> Name	<hr/> Address	<hr/> Telephone Number
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<hr/> Name	<hr/> Address	<hr/> Telephone Number
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I understand that I will be informed of the result of the Police investigation and the disposition of my compliment/complaint. I am (am not) willing to testify at any hearing in connection with this I have read the above statement and it is true and accurate to the best of my knowledge.

Signature _____ Witness _____

Received at _____ Date _____

Signature of Receiving Authority _____

"E-Signature(s)", and signature(s) to this form transmitted by facsimile or by electronic mail shall be valid and effective to bind the Party so signing. Each Party agrees to promptly deliver an execution original to this form with its actual signature to the other Party, but a failure to do so **shall not** affect the enforceability of this form.