



Hilliard Division of Police

5171 Northwest Parkway, Hilliard, OH 43026

Phone: 614.876.2429 Email: hilliardpolice@hilliardohio.gov

Inquiry into Employee or Policy

The Hilliard Division of Police is committed to providing people of our community with quality law enforcement services and to treating citizens in a manner in which is courteous, helpful, and responsive. We believe our core values of Integrity, Commitment, Cooperation and Professionalism are the basis for community trust and we set high standards for the personal and professional conduct of all our employees. Any citizen having a question or complaint about police service in our community is invited to contact the Division to bring those concerns to our attention.

The Division recognizes that occasionally citizens may not be pleased with the police service provided. The nature of our role means that some people will be unhappy: traffic citations are issued; arrests are made; public peace and safety must be maintained. Other times, simple misunderstanding causes dissatisfaction; citizens may not always be fully aware of how laws are interpreted and enforced, of the authority and discretion granted police officers, or of Division policies and procedures concerning officer conduct. Finally, since police officers are human beings, they can make mistakes, exercise poor judgment, or act in an unprofessional manner.

If you wish to inquire about laws, policy and procedure, or the handling of a specific police matter, please stop by the Safety Services Building at 5171 Northwest Parkway or call the department anytime at 614-876-2429. If the appropriate person is not immediately available, we will return your call at the first available opportunity. Due to the nature of police work, calls sometimes cannot be returned immediately, so we appreciate your patience and understanding.

If you have a serious complaint against the Division or any of its employees, you are encouraged to make that complaint in person at the Safety Services Building. A supervisor will assist you in completing a Complaint Referral Form, which asks you to provide the following information: your name, address, phone number, date and time of incident as well as a brief description; name(s) of the officer(s) involved in the incident. You will be given a receipt that your complaint has been received for processing. If you are not able to make the complaint in person, you may also do so online from our web page. Any false reports will be subject to prosecution if the allegations are proven to be fabricated. *Malicious allegations and/or false charges will not be tolerated.*

Your complaint will be thoroughly investigated by either a line supervisor, for allegations of minor misconduct, or by the Division's internal affairs function. You will be notified of the outcome of the investigation at its conclusion. All complaint investigations will result in one of the following findings:

1. The allegation is true, and the actions of the employee were inconsistent with policy.
2. There is insufficient evidence to confirm or refute the allegation.
3. The allegation is true, but the action of the employee was consistent with policy.
4. Either the allegation is demonstrably false or there is no evidence to support the allegation.

Based upon the findings of the investigation, a policy or procedure may be reviewed or changed, or an employee disciplined. The Hilliard Division of Police will notify you of any action taken, although not the specific nature of disciplinary action. The Internal Affairs Office has available a yearly summary of all citizen complaints and internal administrative investigations.