



Hilliard Division of Police  
5171 Northwest Parkway, Hilliard, OH 43026  
Phone: 614.876.2429 Email: [hilliardpolice@hilliardohio.gov](mailto:hilliardpolice@hilliardohio.gov)

## Complaint Filing Procedures

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The Hilliard Division of Police is committed to protecting and enhancing the quality of life in our community through exceptional services while upholding the constitutional rights of all. We are dedicated to conduct ourselves with the utmost integrity, commitment, cooperation, and professionalism. Community trust and confidence is essential for ensuring we are able to provide the best service possible.

In order to promote and maintain public trust and confidence, the Division will conduct thorough and fair investigations of all complaints of wrongdoing against the Division or its employees.

Citizens having a complaint against the Division or any of its employees are encouraged to make the complaint in person at the Safety Services Building, 5171 Northwest Parkway, Hilliard, OH 43026. A supervisor will assist you in completing a Complaint Referral Form and you will be given a receipt that your complaint has been received for processing. If you are not able to make a complaint in person, you may also do so online from our web page, by telephone (614) 876-2429, or in writing addressed to the Chief of Police.

Note: Any false complaints will be subject to prosecution if the allegations are proven to be false (Ohio Revised Code 2921.15).

Your complaint will be thoroughly investigated by a supervisor regarding allegations of minor misconduct, or by the Division's internal affairs function for allegations of serious misconduct. The Division strives to complete investigations within 60 days; however, the Chief of Police may grant an extension due to extenuating circumstances. You will be notified of the outcome of the investigation at its conclusion.

The complaint process is designed to ensure fairness to all involved in the investigative process, not to discourage the filing of a legitimate complaint against the Division or its personnel.