

NOVA Security Agency Inc. – Public Safety Division Complaint Form
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Received by: _____ Date: _____ Time: _____

Received Type: In-Person Telephone E-mail Written Correspondence

Departmental Employee(s) Involved: _____

Complainant's Information: ("Anonymous" Complainant's will not be accepted)

Name: _____ Phone: _____
Address: _____ E-mail: _____
 Consumer Resident Staff Visitor Other _____
 Non-Affiliated with NOVA Agency
Incident:

(Continue
on the back of this form or attach additional sheets as appropriate)

Signature of Complainant: _____ Date: _____

Note: Complainant is given a copy of this report to acknowledge receipt of complaint by NOVA Security Agency Inc. – Public Safety Dept.

It is the policy of NOVA Security Agency Inc. to receive and investigate every complaint filed against the Department or any employee. We feel that this is important to maintain our consumer's confidence in our Public Safety Division and to ensure the integrity of the organization.

Your complaint will be thoroughly investigated and handled as promptly as possible. A member of the department assigned to investigate this matter will contact you very soon. However, if you are not contacted, or have additional information concerning this matter, please feel free to contact our Internal Affairs Dept. at (877) 759-NOVA, Ext # 2 or by email at internalaffairs@Nova-Agency.org

You will be kept informed throughout the investigation and will receive formal notification once the investigation is completed and a decision has been made in compliance with local laws.

What actions were taken initially to correct/address this situation?

Supervisor's Signature: _____ Date: _____

NOVA Security Agency Inc. – Public Safety Division Complaint Processing Procedures

Complaints received by NOVA Security Agency Inc. are processed in the following manner:

- 1) Complaints may be made in person, by telephone, or in writing.
- 2) Complaints which may involve routine disciplinary action are forwarded to District Commander who will normally assign the complaint to the Watch Commander for investigation.
- 3) Complaints which allege criminal violations or other substantial violations shall be forwarded to the District Commander who will conduct an investigation.
- 4) The District Commander will notify the District Chief of all complaints and will provide him/her with a copy.
- 5) The Supervisor receiving the complaint will request the person filing the complaint to write the complaint on the Citizen Complaint Form. If the person filing the complaint is unable to write out the complaint, the supervisor shall document the complaint on the Complaint Form and promptly forward it to the Watch Commander.
 - a. When applicable, the Supervisor receiving the complaint may attempt to resolve citizens' concerns by informing them of departmental policies or other applicable justifications of the employee's actions during the initial contact with the complainant. However, a complaint will still be filed pursuant to Departmental policy.
 - b. The Supervisor receiving the complaint will provide the complainant a description of the Departmental complaint process. This task is accomplished via receipt of this form.
 - c. Upon receipt, the District Commander will send written notification of receipt of the complaint.
- 6) Upon completion of the investigation of a complaint, the District Chief will review the findings and make a final determination as to the validity of the complaint. Any disciplinary action taken against a member of the Department will be kept confidential as required by state personnel law.
- 7) The District Chief, or his/her designee, will be responsible for notifying the complainant regarding the findings. The specifics of such notification will be left to the discretion of the District Chief and are subject to provisions of the Personnel Privacy Act.