



FOR OFFICE USE ONLY

Complaint _____

Received by: _____

Date: _____

Forwarded to: _____

Date: _____

**CAMP VERDE MARSHAL'S OFFICE
CITIZEN COMPLAINT PROCEDURE**

646 S 1st Street Camp Verde, AZ 86322
928-554-8300

It is the policy of the Camp Verde Marshal's Office to investigate all complaints against the department or its employees. This ensures the integrity of the department and protects the rights and interests of both citizens and department employees. The department will take complaints in any form and they may be made anonymously. The following is a brief synopsis of what you may expect to happen:

How to File a Complaint:

Complete the written complaint form following the instructions listed below. Complaint Forms are on file in the Marshal's Office Administrative Department located at 646 S. 1st Street, Camp Verde or online at. <https://www.campverde.az.gov/departments/marshals-office/citizen-complaint-procedure>

You must sign and date a written complaint form and mail or hand-deliver it to the Marshal's Office. (Under no circumstances, will phone calls, emails, faxes or other forms of telecommunication be accepted). The Complaint must state specific dates, facts, and other pertinent information. You may attach any relevant documents supporting your claim. If you plan to include comments or statements by other witnesses, you must submit their signed and dated statements with your complaint. Your complaint cannot be amended nor may the employees at the Marshal's Office receive additional information related to your complaint once it has been submitted.

TYPE OF COMPLAINT

- ☐ Personnel: Name of Employee: _____
- ☐ Non-Personnel: Department: _____
- ☐ Be Specific: _____

What to expect:

1. Upon receipt of your written complaint, the Marshal's Office will date stamp the complaint, assign a complaint Number (i.e. CVMO-12-01) and forward it to the appropriate supervisor. You will receive in writing notification of the complaint number, date received, and person who received the written complaint.
2. Once the supervisor completes the complaint, it will be forwarded to the Town Marshal for review. At this time a written response with the recommended action provided to the Town Marshal will be mailed to you and a copy will be filed in the Marshal's Office.
3. If the response is not satisfactory to you, you can request that the Town Manager review the matter. The request must be filed, in writing, with the Clerk's Office, and must reference the original complaint number. Note: phone calls, emails, faxes or other forms of communication will not be considered. The Town Manager will review the matter and notify you of his/her determination with regard to your complaint. The Town Manager may concur with the response of the Town Marshal or recommend additional action.

CAMP VERDE MARSHAL'S OFFICE CITIZEN COMPLAINT PROCEDURE

Name: _____

Mailing Address: _____

Physical Address: _____

Telephone #: _____

State the details of your complaint or information: Use the reverse side or additional pages if necessary. If you have any relevant documents, please attach photo copies only. DO NOT ATTACH ORIGINAL DOCUMENTS.

The information presented in this complaint form is true, correct and complete to the best of my knowledge, Furthermore, I acknowledge that I have read and understand the procedures. Note: a complaint is a public record and by law we must provide the name of the complainant. Pursuant to section 13-2907.01, Arizona Revised Statutes, it is a class 1 misdemeanor to knowingly make to a law enforcement agency a false, fraudulent or unfounded report or statement or to knowingly misrepresent a fact for the purpose of interfering with the orderly operation of a law enforcement agency or misleading a peace officer.

X
Signature _____

X
Date _____

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Sent to Department head for review _____
Recommendation _____ Review Date _____

Manager Review (if applicable) _____ Recommendation (if applicable) _____ Review Date _____
Date (if applicable) _____

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