

We also accept  
Compliments!



**CITIZEN COMPLAINTS  
AND COMMENTS**

Lynnwood Police Department  
19321 44th Ave West  
Lynnwood, Washington 98046-5008

Phone: 425 744-6900  
Fax: 425 672-6835

**CITIZEN  
COMPLAINTS**

Process  
and  
Information



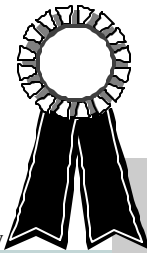
Lynnwood Police Department  
Phone: 425 744-6900

## Guidelines and Procedures

We seek to provide excellent service to our community.

The mission of the Lynnwood Police Department is to provide competent, effective public safety services to all persons, with the highest regard for human dignity through efficient and professional law enforcement and crime prevention practices.

We know that to accomplish our mission we must enjoy the support and trust of the community. Occasionally situations arise where a citizen believes that an officer has mishandled their case, behaved inappropriately, or simply could have done a better job. We want to hear about these concerns and have pledged that we will look into every incident brought to our attention. Through this process we seek to maintain and enhance citizen support of our efforts to make Lynnwood a safer community.



Below is a brief synopsis of the procedure to follow if you have a complaint to submit.

- If you have a complaint you should contact the police department, preferably in person.
- A supervisory officer may interview you, asking you to describe the incident in detail. The supervisor would ask you any clarifying questions and may take a statement from you which you will be asked to sign.
- The supervisor will write a follow-up report and forward your complaint to the Deputy Chief of Investigations and Services by the following business day. The Deputy Chief will inform the Chief of Police and your complaint may be assigned for investigation.
- The assigned investigations will be concluded with one of four findings:
  - **Exonerated** — meaning the officer or employee performed his/her duties properly;
  - **Unfounded** — meaning the officer or employee did not do what was alleged in the complaint;
  - **Not-Sustained** — meaning that the allegation could not be substantiated; or
  - **Sustained** — meaning that the officer or employee did act inappropriately.
- After the investigation is complete it will be routed through the chain of command to the Chief of Police for approval and closure. Officers who have violated policy will be appropriately and fairly disciplined or, if the transgression is minor, counseled and trained. If the allegation is found to be within policy or disproved, the officer will be exonerated. Citizens generating false reports may be pursued criminally as false reporting is a crime in the State of Washington.
- You will be notified by letter as to the disposition of your complaint and who to contact should you have questions.

If you have immediate questions you may contact a supervisor at 425 744-6900 or the Administrative Commander at 425 744-6903.

Steven J. Jensen  
*Chief of Police*

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