

## Where Can I Find Complaint Forms?

Forms can be found at

- [www.cityofgenevany.com](http://www.cityofgenevany.com) (type "Complaint" in the Search Box)
- Geneva Police Department
- Geneva Public Library
- Geneva City Hall

## Where Do I Submit My Complaint Form?

City of Geneva  
Office of the City Clerk  
47 Castle Street  
Geneva, NY 14456



City of Geneva Police Department  
Office of the Chief of Police  
Public Safety Building  
255 Exchange Street  
Geneva, NY 14456



## About Us

The Geneva Police Department will deliver effective and responsive law enforcement services to all persons within the City of Geneva in a fair and equitable manner, respecting the rights of all regardless of race, creed, religion, sexual orientation, color or origin. We are committed to make sure that every citizen with whom we interact is treated with dignity, compassion, and a sense of professionalism. As an integral part of the Geneva community, we are committed to communicating with those that we serve, and strive to maintain the trust and confidence of our citizens while working to improve the quality of life for the entire community.



## Contact Us

**Geneva Police Department**  
255 Exchange Street,  
Geneva, New York 14456  
Phone: [315-828-6771]

Web: [<http://cityofgenevany.com/police-department/>]



# Citizen Complaint Resource Guide

*Geneva Police Department*

## What Is A Complaint?

A complaint is a belief that a member of the Geneva Police Department has violated a Department Rule or Procedure, a federal or state law, an ordinance of the City of Geneva, or dissatisfaction with a policy or procedure of the Geneva Police Department.

## Who Can Make A Complaint?

Anyone can file a complaint if they truly and honestly believe a police employee has acted improperly.

## How Do I File A Complaint?

A complaint may be filed in person by completing a complaint form. Download complaint form from the City of Geneva's website: [www.cityofgenevany.com](http://www.cityofgenevany.com) (type "Complaint" in the Search Box) or picked up at the Geneva Police Department.

After completing the complaint form, please submit it to the City Clerk or Deputy City Clerk at City Hall or Geneva Police Department. You will receive a copy of your complaint as a receipt for the submission.

## What Happens After I File A Complaint?

Once a complaint is filed, it is given a case number, assigned, and investigated. All available witnesses will be contacted, and any physical or other relevant evidence will be collected and reviewed.

After the investigation has been completed and the Chief of Police has made a final decision on

Department policy requires that the complaint investigation to be completed within 45-60days; however, the Chief of Police can waive the time frame depending on the complexity and sensitivity of the investigation.

## Who Investigates the Complaint?

Complaints of alleged misconduct are investigated by members of the Department who are certified to conduct Internal Affairs Investigations.

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*"Every citizen has the right to file a complaint, in good faith, if they believe an employee of the Geneva Police Department acted improperly."*

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## Can I Get in Trouble for Making A Complaint?

NO - Every citizen has the right to file a complaint, in good faith, with if they believe that an employee of the GPD acted improperly. If a false statement is made you may be charged under the NYS Penal Law Section 210.45.

## What Does This Process Not Handle?

This process does not litigate or decide the outcome of any parking, traffic, criminal or non-criminal offense.

## Encounters with Police Officers?

Being stopped by a police officer can sometimes be a stressful experience for some people. If you are stopped, please remember these rules:

It is advised that you be respectful and polite and comply with lawful instructions to **be a part of the solution.**

The Geneva Police Department expects its officers to also be respectful and polite, to be professional, and to follow laws and GPD regulations.

Police Officers are **required** to follow all laws and uphold your constitutional rights, **regardless of your immigration or citizenship status.** The City of Geneva/Geneva Police Department **will not** tolerate any excessive use of force and will take seriously any allegations that your rights have been violated.

**Remember: if you are arrested**

You have the right to remain silent.

You have the right to speak to an attorney.

