

## *Questions or recommendations*

It is important you make your complaint as soon as possible. The Woonsocket Police Department is committed to providing excellent police service to our community. Citizen cooperation and input is essential for the department to succeed in this goal.

If you have any suggestions or recommendations on how the Woonsocket Police Department can improve police service please call the Office of Professional Standards at 401-766-1212 or mail correspondence directly to the

## **Woonsocket Police Department**

**Thomas F. Oates, III**  
Chief of Police  
242 Clinton Street.,  
Woonsocket, RI 02895



## *Complaint Form Locations*

You may obtain a complaint form from the following locations:

The Woonsocket Police Department-  
242 Clinton Street Woonsocket R.I. 02895

Woonsocket City Hall  
169 Main Street Woonsocket R.I. 02895

You may also file a complaint from the website,  
[www.woonsocketri.org](http://www.woonsocketri.org)

## *Commendations*

While it is important we investigate complaints, it is equally important to receive praise or recognition for a job well done. Feel free to let the Office of Professional Standards know about the good things our employees are doing. Please call, send a letter or commend an officer from the website, [www.woonsocketri.org](http://www.woonsocketri.org).

By working closely with the public, we can and will provide a police service that is unrivaled in excellence, integrity and professionalism.

## **Woonsocket Police Department**

**401-766-1212**  
242 Clinton Street  
Woonsocket, RI 02895

## **Complaint / Commendation Brochure**

## **Woonsocket Police Department**



**401-766-1212**  
242 Clinton Street  
Woonsocket, RI  
02895

## *What does Professional Standards do?*

The Woonsocket Police Department is committed to providing the citizens of Woonsocket with the most professional, courteous and trustworthy police personnel. In order to provide such a force, the Department has established an Office of Professional Standards (OPS).

This Office has the task of investigating all complaints made against police personnel and civilian employees of the Woonsocket Police Department.

The OPS is responsible for receiving, processing, assigning and supervising the investigation of any alleged misconduct or criminal conduct against any member of the Woonsocket Police Department.. The OPS ensures all allegations are investigated thoroughly and objectively.

Types of investigations conducted by the OPS include alleged excessive use of force by police, illegal acts, disrespectful conduct, and allegation of civil rights violations by the police.



## *How do I make a complaint?*

It is an integral part of the police department in that it monitors police conduct, investigates citizen complaints, and conducts other investigations as directed by the Chief of Police.

If you are not satisfied with any aspect of police conduct, you can make a complaint with the superior officer on duty.

Some complaints, such as rudeness or discourtesy, will normally be handled by the officer's immediate supervisor or shift commander.

Complaints deemed to be serious will be handled by the Office of Professional Standards. All complaints will be accepted by either the supervisor on duty or a member of the Office of Professional Standards and can be received in person, by letter, by telephone, or by the department website. Anonymous complaints are also accepted.

## *What happens when I make a complaint?*

Following a thorough and impartial investigation, a disposition will be rendered based on all available factual information. The complainant will be contacted upon completion of the investigation, and will have an opportunity to discuss the disposition of the complaint in accordance with all applicable state law, department policy and collective bargaining agreement.

## *How is a complaint handled?*

All complaints are kept confidential and are not subject to public disclosure prior to the completion of the investigation. The results of all complaints are called findings and they are classified as:

- **Sustained:** The allegation is supported by sufficient evidence
- **Not sustained:** Insufficient evidence to either prove or disprove the complaint.
- **Unfounded:** Insufficient evidence to sustain the incident occurred as reported.
- **Exonerated:** The incident occurred, however actions were lawful, or in accordance with policies and procedures.

**Our citizens are our most important resource.**

