



POLICE DEPARTMENT  
CITY OF BURLINGTON

### CITIZEN COMPLAINT PROCESS

The Burlington Police Department (BPD) and City of Burlington Police Commission (the “Police Commission”) are dedicated to ensuring the public safety of all persons in the confines of our City. To that end, we are committed to earning and maintaining the public trust. This commitment led us to develop a process to address complaints from community members about how BPD accomplishes its mission of public safety.

As part of the process, we encourage community members to report allegations of improper conduct on the part of BPD’s sworn officers and non-sworn staff. These complaints, which are vital to ensuring BPD’s legitimacy and effectiveness, will be reviewed and investigated in a prompt, open, and expedient fashion that includes review by the Police Commission, a group of citizen volunteers.

Any person may make a complaint by submitting the attached form in person or by mail to the BPD (One North Avenue, Burlington, VT 05401). If you prefer, you may submit the form to a City Councilor, <https://www.burlingtonvt.gov/CityCouncil>, the Mayor’s Office, <https://www.burlingtonvt.gov/Mayor>, or in person to the assistant to the Chief of Police, Laura Cheney, at One North Avenue, [lcheney@bpdvt.org](mailto:lcheney@bpdvt.org), or (802) 540-2107.

We encourage you to keep a copy of the completed complaint form for your reference. If you submit the form in person, we would be happy to make a photocopy for you at that time. When you submit the form, your complaint will be assigned a reference number so that you may track your complaint. You will also be notified of the disposition of your case when the investigation is complete. If you choose to remain anonymous, we will not be able to follow up with you regarding your submission

Please feel free to contact Laura Cheney in the office of the Chief of Police, at [lcheney@bpdvt.org](mailto:lcheney@bpdvt.org) or (802) 540-2107, during normal business hours if you have any questions regarding this complaint process.

Sincerely,

Brandon del Pozo  
Chief of Police  
Burlington, Vermont

Michele Asch, Chair  
City of Burlington Police Commission



**POLICE DEPARTMENT  
CITY OF BURLINGTON**

**CITIZEN'S COMPLAINT FORM**

DO YOU WISH TO REMAIN ANONYMOUS? Yes\* \_\_\_\_\_ (leave contact info blank) NO \_\_\_\_\_

\*If you choose to remain anonymous, we will not be able to follow up with you regarding your submission.

COMPLAINANT'S NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_

DATE OF REPORT: \_\_\_\_\_ INCIDENT DATE: \_\_\_\_\_ INCIDENT TIME: \_\_\_\_\_

LOCATION OF INCIDENT: \_\_\_\_\_

OFFICER(S) INVOLVED (if known, or physical descriptions):

DESCRIPTION OF COMPLAINT: (be detailed, use reverse side or additional paper if necessary)

WITNESSES TO INCIDENT:

NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ PHONE \_\_\_\_\_

NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ PHONE \_\_\_\_\_

NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ PHONE \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_