

## **Carlisle Police Department**

240 Lincoln Street \* Carlisle, PA 17013

phone 717-243-5252 \* fax 717-240-6670 \* [carlislepd@carlislepa.org](mailto:carlislepd@carlislepa.org)

**Stephen L. Margeson** *Chief of Police*

18 March 2010

FROM THE DESK OF POLICE CHIEF STEPHEN MARGESON

It is my personal expectation and belief that Carlisle Police Officers hold themselves to the highest ethical standards in the performance of their duties. I am aware that due to the broad nature of police interaction within a community, that some citizens may feel that a situation was not handled to their satisfaction and wish to file a grievance.

I would like to take the opportunity to reinforce our department policy that applies to the reporting and investigation of allegations of misconduct by members of the Carlisle Police Department.

There are several options available for a concerned citizen to file a complaint of misconduct using the Carlisle Police Department Misconduct Complaint Form:

- In person at the Carlisle Police Department
- Via U.S. Mail sent to Police Chief Stephen Margeson at the above listed address
- Via telephone by calling 717-243-5252
- Via email to Police Chief Stephen Margeson at [smargeson@carlislepa.org](mailto:smargeson@carlislepa.org)

The Carlisle Police Department will investigate all complaints, alleged or suspected, either signed or anonymous, that are made against the department or its employees.

Citizens can find the Misconduct Complaint Form online at [www.carlislepa.org](http://www.carlislepa.org) under the Police Department portion of the Carlisle Borough website. Complaints alleged by telephone will result in similar questions being asked, and the form being filled out by department personnel who are not involved in the circumstances surrounding the incident. This form is also available at the dispatch window or can be requested from an officer.

I would ask that citizens initiate the complaint process using this form so that needed information can be gathered concerning the incident which would allow me to more rapidly discern what immediate actions need to be taken in response to your complaint. Although an available option, I would discourage anyone from submitting reports via email because of the delay that sometimes occurs with the delivery and receipt of such. Also anonymous complaints are accepted, but keep in mind that you will not receive a response nor be apprised of any actions that have taken place in regards to your complaint of misconduct.

It is my personal goal to acknowledge receipt of all misconduct complaints within two (2) business days via a letter to the complainant sent through U.S. mail. This letter will also provide a concise explanation of how the complaint will be investigated and how further information regarding the progress or final outcome will be received.

Finally, citizens may also make inquiries concerning policy, procedures, or tactics used by the department. Please feel free to contact a supervisor or myself with such inquiries using the most convenient means you have available.

Stephen L. Margeson  
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Chief of Police  
Carlisle Police Department

Distribution:  
CPD Website  
Signed Copy On File