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Thank you for taking your time to let us know how the Kingston Police Department can better improve the service we provide to the community. Community policing depends on a working partnership between the police and the citizens we serve. We would rather not get to know our citizens as crime victims or complainants, but when problems arise it is our goal to resolve the issue quickly and courteously.

Please call 845-331-1671 and ask for a supervisor if you have any questions or need assistance filling out the form.



Scan QR code above to download a copy of the compliment/complaint form.

## KINGSTON POLICE DEPARTMENT

1 Garraghan Drive  
Kingston, New York 12401

Egidio F. Tinti  
Chief of Police

Phone: (845) 331-1671

[www.kingston-ny.gov/police](http://www.kingston-ny.gov/police)



# Kingston Police Department

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## Citizen Compliment or Complaint Process



**“Committed  
to  
Excellence”**

**Phone: (845) 331-1671**

# CITIZEN COMPLIMENT/COMPLAINT PROCESS

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The Kingston Police Department is committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within the City of Kingston, while at the same time maintaining respect for individual rights and human dignity.

Our goal is to improve communication between the Kingston Police Department and the community, to increase accountability and credibility with public and to create a process free from bias and informed of actual police practices. Because of the important public trust exercised by all members of the Kingston Police Department and the importance of maintaining that trust and the integrity of the Department, it is the responsibility of the Department to investigate promptly and thoroughly every complaint and accusation made against a police officer in order to protect that officer, the Department and the citizens of the City of Kingston.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint.

If you have had a positive experience with a member of the Kingston Police Department or have recently observed a member of the Police Department who you feel is worthy of a compliment, you can use the form to notify the Police Department of the actions you think were exceptional. The information on the form will help identify the employee if you do not know his or her name. We'll make sure that the employee is advised of your gratitude and recognized for their efforts. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated.

A citizen compliment or complaint causes the police to examine the service that we provide to our community and to make necessary improvements in the way we provide those services.

The Police Department recognizes that completing the compliment/complaint form and submitting or filing the form can be intimidating and stressful. The Police Department, therefore suggests that the complainant seek out a supportive civic group, community leader, or organization to provide assistance in filling out the compliment/complaint form and in following up the process. The Police Department believes that those providing assistance to individuals who wish to lodge a complaint will serve not only the individual but also the community at large and the Kingston Police Department.

Citizen Compliment and Complaint forms can be found on the City of Kingston website at <http://tinyurl.com/hkersxr> or you can scan the QR code on this brochure to download a fillable form. The form can be emailed using the button at the bottom of the form or printed and mailed to: Deputy Chief of Police at 1 Garraghan Drive Kingston, NY 12401.