

HOW TO COMPLAIN ABOUT A MASSENA POLICE OFFICER OR COMMEND AN OFFICER OR CIVILIAN EMPLOYEE FOR A JOB WELL DONE

How to Make a Complaint

Even though a complaint may be made ANY time of the day or night it is recommended that your complaint be filed with the Office of the Chief of Police during normal business hours. You may come in person to address your concern, or you can call or write, if you wish. Anonymous complaints will be investigated however often an anonymous complaint provides limited investigative ability.

How to Commend a Massena Police Officer or Civilian Employee for a Job Well Done

Massena Police Officers and Civilian Employees make every effort to perform their duties in a competent, courteous and professional manner. Frequently, our employees exceed the expectations of the public by providing exceptional service that surpasses the norm. If you observe an officer performing their duties in a manner that you think is exceptional and reflects favorably upon the officer, employee and the Department, then we encourage you to take a moment and tell us about it.

Officers take great pride in being recognized by members of the public when they have performed their duties in an exceptional manner. Perhaps more importantly, officers who receive such accolades and encouragement from the citizenry recognize how their efforts are appreciated. Such an encouraging atmosphere improves officer morale and encourages all officers to work harder to improve their individual performances and the quality of the services they provide to the public.

If you would like to tell us about an exceptional service that you were the recipient of or observed being done for someone else, you may telephone, email or write the Police Chief at the address provided. No matter which you choose, please accept our thanks for sharing your experience with us.

Your comments will be shared with the officer and their immediate supervisor.

If you have any questions or concerns about any of the above information please

Send your comments to:

Adam J. Love, Chief of Police
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Town Hall Building- Suite 3
60 Main Street
Massena, New York 13662
315-769-3577
alove@police.massena.ny.us