



BURLINGTON POLICE DEPARTMENT

45 Center Street
Burlington, MA 01803
Tel: (781) 272-1212
www.bpd.org

Thomas P. Browne
Chief of Police

To: All students, parents, guardians, teachers and administrators of the Burlington School District

From: Chief Thomas P. Browne 

Date: October 3, 2022

RE: Complaint Resolution System for Burlington Police School Resource Officers

On August 30, 2022, the school district and police department entered into the "2022 School Resource Officer Memorandum of Understanding," (the "MOA"). Part of the MOA requires that the police department inform all interested parties of the complaint resolution system and procedures as they relate to our SRO's.

The Burlington Police Department maintains a robust complaint investigation system as part of our policies and procedures. The complaint system for any of the department's SRO's is the same as all complaints against department employees and will be handled in a professional and transparent manner. Any person wishing to file a complaint may do so by filling out the complaint form (attached for convenience) on our website at www.bpd.org or by calling the police department at (781) 272-1212 and asking for the Officer-in-Charge. Complaints will be handled whether they are a named source or anonymous source. Complaints may also be forwarded in your native language. Please understand that every effort will be made to determine the facts of the complaint in an objective manner and, if possible, the complainant will be kept informed of the results of the investigation consistent with the collective bargaining and employment rights that accrue to the SRO's.

Furthermore, the department and school district are working towards a similar complaint resolution system for all police department personnel to register concerns and/or complaints about misconduct by school employees that may arise from time to time. By working together in a transparent way, the police department will be able to protect school district personnel and students in an effective and efficient manner while acknowledging potential issues as they arise in order to fix them before they interfere with the excellent working relationships that we each enjoy.

Please feel free to reach out to me at any time with questions or concerns by email at tbrowne@bpd.org or by contacting me by phone at (781) 505-4901.



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COMPLAINT FORM

CAD#:	TAP#:
Complainant Name:	Subject Employee(s):
Complainant Address:	Date/Time of Incident:
Complainant Phone: (D): (E):	Location of Incident:

Complainant's Description of the Incident resulting in this complaint:

Check this box if complaint included on separate page or continue onto another page

Witnesses:

Name:	Address:	Phone:
Name:	Address:	Phone:
Name:	Address:	Phone:

Is the complainant willing to testify at any/all hearings in connection with this complaint? Yes No Unknown

I have read this complaint and declare that it is true and accurate to the best of my recollection.

Signature of Complainant **Date** **Signature of Parent/Guardian (if complainant under 18)**

Received by:	Date/Time:
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