

# Community policing



**ASSIGN  
BUSTER**

Police Executive Research Forum (PERF) noted that " just one use of force incident can dramatically alter the stability of a police department and its relationship with a community." The statistical data for 2008 has not been compiled yet, but the belief is that the numbers seem to be on the rise. However, not all law enforcement agencies have formulated a comprehensive complaints procedure. There is a general helpline which citizens can use to report their grievances against the use of force by police officials. Citizens do have the option of filing anonymous complaints, but agencies prefer that the aggrieved citizen reveal his or her identity. To file a complaint, information like the officer's name, shield number, license plate number, physical description of the officer such as height, weight or anything that can distinguish the officer from the rest. The citizen should also provide information on the day, approximate time and place the incident took place, along with names of other witnesses if any. Filing a complaint can be done through the helpline telephone, by sending a letter, by sending an email, by physically visiting the law enforcement officer or by filling up an online complaint form. Only some agencies have online complaints facility. The complaint procedure is not very complicated and can be handled by most citizens.