

George Mason University Police Department

How To Make A Complaint/Commendation

Name _____

Address _____

Phone _____

Date _____ Time _____

1. If you wish to make a complaint/commendation about the actions of a University Police officer or about any aspect of our University Police operations, please:
 - Come to the department and tell any employee that you want to make a complaint/commendation; or
 - Call the department and tell the person answering the phone that you want to make a complaint/commendation; or
 - Write your complaint/commendation and mail it to the George Mason University Chief of Police.
2. A command officer will assist you in filling out a report of complaint/commendation regarding the staff. This information asks you to identify yourself and to give specific details about your complaint/commendation.
3. If you have a complaint, it will then be investigated. You may be contacted and asked for additional information about your complaint.
4. If it is going to take a while to investigate your complaint, you will be contacted, informing you approximately when you may expect a reply.
5. When your complaint has been investigated, the George Mason University Chief of Police will review the investigation and will contact you and discuss the findings.*

Sincerely,

Michael F. Lynch
Chief of Police

** For a statistical summary of complaint investigations and/or commendation information, see the police departments' web site at www.gmu.edu/police, or contact the Chief of Police. (CALEA: 52.1.5).*