



**Office of the Chief of Police**  
CITY OF CLEVER POLICE DEPARTMENT  
CHIEF OF POLICE – JEFF LOFTON

Responsibility – Accountability - Professionalism

**PERSONNEL COMMENTS REPORT**

(PCR FORM)

The members of City of Clever Police Department (CPD) are believed to be by default; courteous, respectful, and professional in all interactions with the public. Members of the Police Department are trained to follow a series of Police Department policies and procedures and work within the parameters of local, state, and federal laws. Because of the nature of law enforcement, we understand citizens on occasion may object to the actions taken by CPD members, or may feel their conduct is inappropriate. We also understand most men and women in law enforcement will go above and beyond what is required and will perform remarkable acts of compassion, understanding, or bravery. Therefore, we have established procedures for citizens and our members to report their compliments, complaints, or inquiries to the City of Clever Police Department.

The Police Department does not consider a disagreement over the elements of a traffic citation or criminal charges to be a complaint. Any disputes over traffic citations or criminal charges received should be taken to the appropriate jurisdictional court for resolution.

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**Please check the appropriate section below:**

**Compliment:** \_\_\_\_\_ **Complaint:** \_\_\_\_\_ **Inquiry:** \_\_\_\_\_

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Pursuant CPD Policy (320.4.6 UNAUTHORIZED ACCESS, DISCLOSURE OR USE)

By order of the Chief of Police, this form, and any additional pages, are considered and shall remain confidential. Members of this office shall take every reasonable precaution to ensure the confidentiality of this form, any attachments, and the entirety of the matter being reported. Members will reference and follow the procedures for internal/administrative investigations in the policy manual related to the proper forwarding of this information. Any intentional or unintentional unauthorized release or breach of this confidential information may result in disciplinary action.





As a citizen, you are encouraged to contact the Police Department if you have a compliment or complaint about the actions of an Officer or non-sworn. Although we encourage citizens to report law enforcement misconduct, complaints must be made in good faith. False or misleading complaints serve no useful purpose for either the citizens or the Officer and only tend to thwart our complaint investigation process.

**Anyone who willfully makes any false report may be prosecuted under Missouri RSMo 575.080.**

To file a compliment or complaint, you may contact a supervisor Monday through Friday, from 8:00 A.M. to 4:30 P.M., by calling (417) 743-5109. After hours and on weekends, you may contact Christian County Emergency Services by calling 911 and request assistance from an on-duty supervisor. The supervisor will ask you to provide a written statement regarding the nature of your comments with as much detail concerning the incident and why you believe the Officer's conduct was inappropriate.

A supervisor reviews every compliment or complaint from the member's appropriate chain of command. The Chief of Police will review all compliments or complaints.

**Complaints:** If the complaint is of conduct which would result in severe disciplinary action due to a violation of Police Department policies and procedures or laws, an investigation will be authorized by the Chief of Police and conducted. Concerned parties and witnesses will be interviewed, statements recorded, and other relevant data collected. The Chief of Police reviews and recommends of one of the following dispositions:

**Unfounded** - When the investigation discloses that the alleged acts did not occur or did not involve office members. Complaints that are determined to be frivolous will fall within the classification of unfounded.

**Exonerated** - When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

**Not sustained** - When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

**Sustained** - When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

Upon the completion of any warranted Internal Investigation, the Chief of Police will notify the complainant in writing.

THIS SECTION FOR OFFICE USE ONLY

DATE RECEIVED: \_\_\_\_\_

TIME RECEIVED: \_\_\_\_\_

RECEIVED BY NAME: \_\_\_\_\_

RECEIVED BY SIGNATURE: \_\_\_\_\_