



HOW TO FILE A COMPLAINT

We are Committed to Serve the citizens of our community. In an effort to continue to provide a higher standard of service and for the purpose of promoting a healthy relationship between our Center and our community and to those we serve, the citizen complaint platform is available when the need may arise. Complaints about personnel and operations within the Center should always be brought to the attention of the Director and not directly to the Telecommunications Staff. Responses will be as prompt as possible but the investigatory process may take an extended amount of time. Initial responses will be made within 72 hours of the complaint.

In What Ways Can You Make A Citizen Complaint?

If you wish to make a complaint regarding the actions of a Marshall County 911 Telecommunicator, or any aspect of the Marshall County 911 operation, you may contact the Marshall County 911 Director by email, by phone, or by mail.

To Make a Complaint by Phone

Contact Director Chris Freeman at (270) 527-1333. If Director Freeman is not present, ask to speak to the Assistant Director, or Communications Supervisor on duty.

To Make a Complaint by Mail

Download and print out complaint form, available at <http://www.marshallcountyky.gov/marshall-county-e911/>, complete, and mail to:

Marshall County 911
Attn: Director Chris Freeman
23 Homer Lucas Ln
Benton, KY 42025

To Make a Complaint by Email

Contact Director Chris Freeman at chris.freeman@marshallcountyky.gov. Your email will be returned as soon as possible. If you do not receive a reply within 72 hours please contact Chris Freeman at (270) 527-1333.



911

Citizen Complaint Form

Complaint Information

Name:

Address:

Phone:

Email:

Witnesses

Name:

Address:

Phone:

Email:

Incident Information

Date:

Time of Occurrence:

Location:

Describe Details of the Incident:

I, the above-named complainant certify that the above statement is true, accurate, and complete to the best of my knowledge. I understand the employee whom this complaint is filed against may be summoned to appear in an Administrative Hearing or an Internal Affairs Hearing. By signing this complaint, I hereby agree to appear at any called hearing and testify to all matters relevant to this complaint. I also understand that a copy of the complaint will be forwarded to the employee. If a hearing is held, the employee and his or her attorney have a right to be present and to cross-examine me concerning any testimony that I may give.

Signature of Person Making Complaint:

Date:

Signature of Person Receiving the Complaint:

Date:



FORM-0011 Citizen Complaint Form
07/01/2019