



**City of Rochester - Police Department
Professional Standards Section**



**Police Complaint Intake
SATISFACTION SURVEY**

The Rochester Police Department and welcomes feedback from citizens who have utilized the services of the Professional Standards Section. Feedback from participants is instrumental in helping us evaluate the effectiveness of the programs and help for further program development. Please take a few moments to fill out the following survey and return it in the enclosed postage paid envelope; your comments are encouraged. (This form is confidential.)

1. If you initiated contact with the Professional Standards Section (PSS) to file a police complaint, please rate the following:

1-poor 2-below average 3-average 4-good 5-excellent

- a. Helpfulness of the PSS staff: _____
- b. Ease in initiating the complaint: _____
- c. Impartiality of the PSS staff: _____
- d. How the PSS staff addressed your questions/concerns: _____
- e. Satisfaction with how complaint was written: _____

Comments: _____

2. Did PSS meet your expectations in assisting you with initiating your police complaint?

Yes _____ No _____
 If not, please explain:

Comments: _____

3. Do you feel that you were treated fairly by the PSS staff?

Yes _____ No _____
 If not, please explain:

Comments: _____

4. If you contacted the PSS to initiate a complaint, but chose not to follow through with the complaint process, please list the reason(s) why:

Comments: _____

PLEASE TURN OVER

5. Did you request services from the Center for Dispute Settlement Community Advocate?

Yes _____ No _____

If not, please explain:

Comments: _____

6. Would you use the Professional Standards Section complaint intake services again?

Yes _____ No _____

Please explain why or why not:

Comments: _____

7. Do you have any other suggestions, concerns, or questions about the police complaint intake process?

Comments: _____

Thank you for your time and cooperation.

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