



MESSAGE FROM THE COMMUNITY OMBUDSMAN

On July 20, 1999, the Boise City Council established the Office of the Community Ombudsman.

The Office of the Community Ombudsman exists to promote confidence in the professionalism and accountability of Boise City's police and law enforcement employees through unbiased investigation of citizen complaints, independent review of police actions, thoughtful policy recommendations, and on-going public outreach.

The Community Ombudsman provides information through radio, newspapers, television, and presentations at schools and community meetings. Please contact us if you would like to have the ombudsman speak to your group or attend a community meeting.

Complaints or commendations can be made to the Office of the Community Ombudsman in person, by telephone, facsimile, e-mail, or in writing. The Community Ombudsman's office is independent from all other City departments and reports directly to the Mayor and Boise City Council.

In the interest of better law enforcement we welcome your commendations, complaints, constructive criticism, and suggestions.

Pierce Murphy
Community Ombudsman

TO FILE A COMPLAINT OR COMMENDATION, PLEASE FILL OUT THIS FORM

Last Name: _____ First Name: _____ Middle Initial: _____ Anonymous

Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____ E-mail: _____

Date & Time of Incident: _____ Location of Incident: _____

Officers/Employees Involved: _____

Briefly Describe Incident: _____

Mail this form to Community Ombudsman, P.O. Box 500, Boise, Idaho 83701-0500

INDEPENDENT INVESTIGATIONS
COMMUNITY CONFIDENCE



PIERCE MURPHY COMMUNITY OMBUDSMAN

Boise City Hall
Third Floor
150 N. Capitol Blvd.

P.O. Box 500
Boise, Idaho 83701-0500

Telephone:
(208) 395-7859

24-hour Message Line
(208) 395-7876

TDD/TTY:
(800) 377-3529

Fax:
(208) 395-7878

www.boiseombudsman.org
mailbox@boiseombudsman.org

HOW TO FILE A COMPLAINT OR COMMENDATION

A complaint or commendation can be made in person, by telephone, facsimile, e-mail, or in writing.

IN PERSON: You may make your complaint or commendation in person at our office located on the third floor of City Hall, 150 N. Capitol Blvd., between the hours of 8:00 a.m. and 5:00 p.m.

BY PHONE: Complaints and commendations may be filed by calling our office at (208) 395-7859 during normal business hours.

IN WRITING: You may send us a letter, facsimile, or e-mail detailing the incident. Please be sure to include your address and phone number(s) so we may contact you for additional information if necessary.

BOISE POLICE INTERNAL AFFAIRS: Alternatively, complaints and commendations may be filed with the Boise Police Department, Office of Internal Affairs. They can be reached by calling (208) 570-6160.



IMPORTANT INFORMATION WHEN YOU FILE

When you file your complaint or commendation please include the following information in your description of the event:

- ⌘ The day, date, time, and exact location of the incident.
- ⌘ The officer's name and/or description.
- ⌘ Whether a police report was filed and/or an arrest was made; include any case or citation numbers.
- ⌘ License numbers for vehicles involved in the incident.
- ⌘ Any other evidence you feel may be important such as photographs, citations, hospital records, etc.

With limited exceptions, complaints must be filed within **90 days** of the incident.



WHAT TO EXPECT IF YOU FILE A COMPLAINT

- ⌘ The opportunity to voice your concerns and be listened to in a fair, open-minded manner.
- ⌘ A thorough, objective, and independent investigation into your complaint.
- ⌘ Notification of our findings and answers to your questions.