



CITIZEN COMPLAINT FORM

If assistance is needed in completing this form, please ask any available CPG employee.

Did any officer advise you of your right to file a complaint? YES NO If yes, please include the officer(s) name if known

Did any employee attempt to discourage you from filing this complaint? YES NO If yes, please describe and please include the officer(s) name if known.

Complainant Information			
Name (optional)			
Physical Address			
Mailing Address			
Email Address			
Contact Telephone			
Preferred Contact Time			
Incident Information			
Location of Incident	Date of Incident	Time of Incident	
Nature of Complaint (Please give a brief description of what occurred)			
Witness Information			
Name of Witness (if known) or Description of Witness (if name of unknown)	Address of Witness	Telephone Number	Relationship to Witness
Identity of Security Officer/Civilian Employee			
Name of Security Officer/Civilian Employee (if known) or Description of Security Officer/Civilian Employee (if name is unknown)	Badge Number	Vehicle Operated	
See Reverse Side for Complaint Form Guidelines			
Complainant's Signature:		#:	
Date:		#:	
Reporting Supervisor's Name and PDN#:		Reporting Officer's/Investigator's Name & Badge #:	
Zone (Section receiving this report):	Date and Time of Report:	Internal Investigation # (if applicable):	
Internal Investigator Section Only			
Reviewer (Print Name & Signature)		Date Received by Internal Investigations:	
Date:			

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Complaint Form Guide

This form is to assist anyone in filing a complaint against any Citadel Protection Group, LLC Employee

- Each complaint will be thoroughly investigated by the Internal Investigations Unit (IIU)
- You may fill out the form and submit it in person to our Headquarters, or you may mail or email the form to either of the following addresses:

Citadel Protection Group, LLC
1768 Veterans Memorial Hwy, Bldg 1,
Austell, GA 30168
Phone: 770-262-9515

Investigator Francis
inv@cpgprotection.com

- Please fill out this form in its entirety, ensuring the information is accurate, so that an Investigator can reach you
- You may also speak to a supervisor and make a verbal complaint, the supervisor will then take the necessary information and forward it to the IIU

Complaint Procedure

1. Citadel Protection Group employees shall provide assistance to anyone wanting to file a complaint against any employee, procedure or policy of this company. This includes, but is not limited to:
 - a. Calling a Supervisor to a scene to document a complaint;
 - b. Explaining the CPG's complaint procedure;
 - c. Providing referrals to individuals and/or locations where such complaints can be made in person; or
 - d. Explaining alternative means for filing complaints, such as by phone or mail.
2. Complaints may be received by supervisory members of the company either in person, over the phone, email or in writing.
3. The Supervisor will explain to the Complainant the complaint investigation process. If appropriate, the supervisor may explain the procedures which may have precipitated the complaint.
4. The Complainant shall receive a copy of the complaint as filed with the Company and shall be asked to verify by signature if it is a complete and accurate account. If the Complainant elects not to sign, this fact shall be documented and the investigation will proceed.
5. IIU may assume concurrent or sole authority for the investigation upon notification of the supervisor or commander, IIU may also recommend that the investigation be completed by the Command staff.
6. Should an investigation at any time reveal evidence of criminal conduct, all information shall be forwarded to law enforcement authority for prosecution.

