

Citizen Complaints and Internal Affairs

The Lincoln Police Department is committed to providing law enforcement services that are fair, effective, and impartially applied. A relationship of trust and confidence between the employees of the Lincoln Police Department and the citizens of the community is essential to the successful accomplishment of law enforcement objectives. It is in the best interest of everyone that each complaint about the performance of an individual officer is resolved fairly and promptly. The Lincoln Police Department has formal procedures for investigating complaints. These procedures ensure fairness and protect the rights of both citizens and officers.

If you file a complaint:

1. You will be provided with a copy of your written complaint, which can be either mailed or dropped off at the Lincoln Police Department which is located at 169 Lincoln Road Lincoln, MA.
2. Your complaint will be forwarded to the Lieutenant who will complete a prompt and thorough investigation.
3. You will be contacted by the Lieutenant for any follow up questions and to clarify details of your complaint.
4. You will be notified in writing of the outcome of the investigation.
5. If the complaint alleges or the investigation reveals that the officer committed a crime, the District Attorney's Office will be immediately notified. This may require that you testify in court.
6. If the investigation results in an officer being charged with a violation of departmental rules and regulations or policies and procedures, you may be asked to testify at a departmental hearing.
7. If the investigation shows that the complaint is unfounded or not sustained, or that the officer acted properly, the matter will be considered closed.
8. The department will notify the Massachusetts POST Commission within two (2) of receiving the initial complaint and again at the completion of the investigation.

Any questions concerning the Internal Affairs Investigative process should be directed to Lieutenant Sean Kennedy at 781-259-8113 or via email at skennedy@lincolntown.org.