



Boylston Police Department
Office of the Chief of Police
John A. Annunziata
215 Main Street
Boylston, MA 01505
Phone: 508-869-2113
Fax: 508-869-2360



Procedure for Filing a Formal Complaint

We, at the Boylston Police Department, dedicate ourselves to delivering superior police services.

We aim to achieve this by fostering collaboration between our members and the community, striving to enhance the quality of life in Boylston. Simultaneously, we uphold the principles of respecting individual rights and human dignity.

Our objective is to instill in our personnel the belief that every person possesses infinite dignity and worth. We emphasize the importance of showing respect to all the citizens we serve.

We recognize that citizen compliments or complaints, along with subsequent investigations, prompt us to evaluate the quality of service we offer to our community. Such instances serve as opportunities for us to make necessary improvements in our service delivery.

Every complaint brought to our attention will undergo investigation, and appropriate follow-up actions will be implemented. We are committed to keeping you informed about the outcomes of the investigation initiated in response to your complaint.

To file a citizen's complaint:

- 1) Take a [citizens complaint form](#) located in the lobby and complete it to the best of your ability.
- 2) Return the form to the on-duty Police Supervisor or mail it back to the Police Department at the following address:

Boylston Police Department
215 Main Street
Boylston, MA 01505
ATTN: Office of the Chief of Police
Jannunziata@police.boylston-ma.gov

In some cases, the On-Duty Police Supervisor may be able to immediately resolve your complaint by clarifying the issue or providing further information/assistance that is needed.