

**Republic of Serbia
Ministry of the Interior**

“Police in the service of citizens”

RECIPIENT:

(Police station, department/unit, regional police department, organizational unit in Ministry headquarters, where the police officer is employed)

COMPLAINT / COMMENDATION

REGARDING THE POLICE

(Anyone who files a false complaint about a police officer may be subject to criminal prosecution before the competent court. A police officer against whom a false complaint was made may press criminal charges against the complainant before the competent court.) Please indicate **only one** type of submission/reason for filing the complaint/commendation.

1. I WISH TO COMPLAIN ABOUT A POLICE OFFICER.....X
2. I WISH TO COMMEND A POLICE OFFICER.....X

**COMPLAINING
ABOUT A POLICE OFFICER**

1. LESS THAN 30 DAYS ELAPSED.....X

You may **file a complaint against a police officer** when **less than 30 days has elapsed** since the alleged violation of your rights and freedoms caused by the police officer’s action or failure to act, **by sending** it to the MoI organizational unit where the police officer is employed. A competent senior officer will inquire into the allegations in a confidential and impartial manner. Provision of your personal data in the complaint is obligatory so appropriate procedures can be initiated. It is not mandatory that you appear in the course of the proceedings before the competent senior officer or those before the Commission in the second instance.

2. MORE THAN 30 DAYS ELAPSED.....X

You may **file a complaint against a police officer** when **more than 30 days has elapsed** since the alleged violation of your rights and freedoms caused by the police officer’s action or failure to act **by sending** it to the MoI organizational unit where the police officer is employed, or to the Internal Affairs Division.

3. NO TIME LIMITATION WHEN YOU BELIEVE A CRIMINAL OFFENSE WAS COMMITTED.....X

Complaints containing information or expressing your strong suspicions that a police officer or officers have committed or are in the process of committing a criminal offense, alone or with other individuals, regardless of when the criminal act happened, **should be sent** to the Internal Affairs Division, who will immediately conduct inquiries into the allegations. Personal information you provide will be treated as strictly confidential and will make it possible for us to contact you for further assistance in the matter. If you wish to remain anonymous, you will deny yourself the right to be informed of the outcome.

**COMMENDING
A POLICE OFFICER**

1. FOR ACTING PROFESIONALLY..... X
2. FOR ACTING APPROPRIATELY AND RESPONSIBLY.....X

You may **commend** one or more police officers for acting appropriately and responsibly towards you while on the street, at service counter windows, border crossings and other locations where the police serve, and when in communicating with members of the public police personnel respected the human dignity of all persons and acted to uphold the Ministry’s good name. Please **send the commendation** to the organizational unit in which the police officer(s) is/are employed, or to the Internal Affairs Division. It would be useful that you provide personal information and sign the commendation, so it can play an important part in the procedure of the official commendation of the police officer(s) in question.

