



CITY OF MANASSAS POLICE DEPARTMENT Office of the Chief of Police

Citizen Complaint and Commendation Procedure

The Manassas City Police Department constantly strives to enhance the professional conduct of our members, as well as the level of police services to our community. We find that complaints or commendations from the public assist us in evaluating the quality of police services.

- ◆ If you wish to make a **complaint** concerning the actions of a Manassas City Police Department member, or about any aspect of our operations, you can do so using one of the following methods:
- ◆ Telephone the Office of Professional Standards at 703-257-8020 Monday through Friday, 8:00 a.m. to 4:00 p.m., or after hours contact the Duty Supervisor at 703-257-8000.
- ◆ Visit the City of Manassas Police Department and ask to see the Supervisor in charge of the Office of Professional Standards or the Duty Supervisor.
- ◆ You may report your complaint directly to the Chief of Police by telephone at 703-257-8001.
- ◆ Make a formal written complaint and mail it or cause it to be delivered in person to the City of Manassas Police Department.

Upon receipt of a complaint, the following events occur:

- ◆ The Chief of Police reviews unresolved complaints daily, and assigns them for investigation as appropriate.
- ◆ Your complaint is assigned to a Command Official for investigation, and a report is made. A response is made, normally within 30 days.

If you desire, a Command Official will assist you in completing a complaint report. You will be asked to identify yourself, and give specific details concerning the incident. If you have any questions regarding this procedure, please phone the Office of Professional Standards at 703-257-8020.

If you wish to **commend** the actions of a Manassas City Police Department member, or any aspect of our operations, you can do so using one of the following methods:

- ✓ Telephone 257-8000 and ask to speak to the member's supervisor or the Duty Supervisor.
- ✓ Visit the City of Manassas Police Department and ask to see the Duty Supervisor.
- ✓ You may make a commendation directly to the Chief of Police by phone at 703-257-8001.
- ✓ Make a formal written commendation and mail it or cause it to be delivered in person to the City of Manassas Police Department.

Sincerely,

Douglas W. Keen
Chief of Police