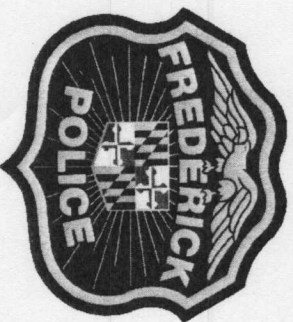


**Compliments?**

**Complaints?**

**Concerns?**

**Challenges?**



*The Frederick Police  
Department Wants to  
Hear From You!*

**SO, HOW ARE WE DOING?**

The Department always enjoys hearing from citizens who wish to compliment, praise or thank employees who have assisted them. You may convey your appreciation by mail, fax, telephone or e-mail at the addresses or telephone numbers listed in this brochure. Expressions of a job well done are made a part of an officer's personnel file and let them know they are appreciated. However, while performing a very difficult job, it is possible police employees may conduct themselves at times in a manner that causes citizens to question their conduct. The Frederick Police Department has in place a process that ensures that all comments or questions about conduct are addressed and that complaints of employee misconduct are investigated in a fair and professional manner.

**HOW DO I KNOW IF I HAVE A COMPLAINT?**

Any time a citizen has a question or concern about the conduct of our employees, it concerns us. We will listen to your concerns, explain policies or procedures if necessary, and answer any questions. All complaints are evaluated, and investigated if appropriate.

**WHAT'S THE PROCEDURE?**

The supervisor receiving your complaint will fill out a complaint form similar to the one attached to this brochure. If your complaint is not resolved immediately, you may be contacted to schedule an appointment for an interview. All interviews are recorded and become part of the investigative record. You will be advised of the progress of an investigation until it is concluded.

**WHO WILL INVESTIGATE MY COMPLAINT?**  
 Complaints from citizens may be investigated by the Professional Standards Unit, which reports directly to the Chief of Police. An employee's supervisor may handle some complaints because the supervisor may be in a better position to address your concern and resolve the problem more quickly.

**I DON'T WANT TO GET THE EMPLOYEE IN TROUBLE, BUT...**  
 If you are concerned about an incident, it is important that you make us aware of it. If you just want to let us know what happened, and don't want to pursue the matter, a supervisor will listen, document the incident and discuss it with the employee.

**WHAT IF I DON'T WANT TO GIVE MY NAME?**  
 We will look into any allegation against our employees even if the complaint is anonymous. The only exception is that, by state law, complaints of excessive force (brutality) against police officers must be sworn to by the person making the complaint. You need to know, however, that, without the names of complainants or witnesses, there may be a limit as to what we can do to attempt to prove or disprove the allegations.

**I'M UNDER 18. CAN I STILL COMPLAIN?**  
 Yes, just have a parent or a guardian with you when you make your complaint.

**WHAT WILL HAPPEN TO THE EMPLOYEE?**  
 That will depend on what the employee did. If the employee's actions violated our general orders or procedures, he may be retrained or disciplined. If the facts of the investigation support the conclusions that their actions were legal and proper, they will be exonerated. Keep in mind that, just like criminal investigations, we must adhere to guidelines established by state and federal law in investigating complaints. Regardless of the outcome of an investigation, you will be notified of the results.

**WHAT IF I AM NOT SATISFIED WITH THE RESULTS OF THE INVESTIGATION?**  
 We hope that will never happen. However, you may contact the Human Relations Commission for Frederick County, the Office of the State's Attorney for Frederick County, the FBI, or any other person or organization which you believe may be able to assist you with your concerns.

**HOW DO I MAKE A COMPLAINT?**  
 You may contact either the Professional Standards Unit or any supervisor at the police department to make a complaint. You may do so in person, by phone, by mail, by fax, or by e-mail. **YOU DO NOT NEED TO COME TO POLICE HEADQUARTERS.** You may call the Professional Standards Unit at 301/228-2800, fax them at 301/694-1801, or send mail to the Unit at:

Professional Standards Unit  
 Frederick Police Department  
 4 West 7<sup>th</sup> Street  
 Frederick, MD 21701

*e-mail: PSU@fredco-md.net*

You may also send mail directly to the Chief of Police at:

Chief Kim C. Dine  
 Frederick Police Department  
 100 West Patrick Street  
 Frederick, MD 21701

Finally, you may detach the attached pre-addressed complaint form, fill it out, fold it, tape it shut, place a stamp on it and place it in a mailbox or you may personally deliver it to the Professional Standards Unit.

This form may be filled out by the individual making the complaint, the person reporting the incident, or the department member who receives the complaint.	PSU Use Only Tracking # _____	<b>Complaint Reception Form</b> Date: _____	
<b>Complainant/Reporting Person Information</b> Name: _____ Age: _____ Sex: _____ Race: _____ Home Address: _____ Telephone # (home) _____ _____ Telephone # (work) _____ _____ Telephone # (cell/pager) _____		Date/Time of Incident: _____ Location: _____ Officer's Name & Badge # (if known): _____	
<b>What Happened</b> What Happened: _____ _____ _____		<b>Witness Information</b> 1. Name: _____ Address or Telephone #: _____ 2. Name: _____ Address or Telephone #: _____ 3. Name: _____ Address or Telephone #: _____	
I understand that the above information is needed in order to begin an investigation into my complaint. The facts are true and accurate to the best of my knowledge and I have not deliberately lied about this incident nor have I been forced by anyone to give this information.			
Complainant/Reporting Person (Signature): _____			