

Citizens are encouraged to bring forward commendations, questions and complaints regarding the actions of department employees. These commendations, questions and complaints will be thoroughly and impartially investigated.

There are several ways for citizens to bring these issues to the department's attention.

- 1) Visit the police department and ask to speak to the Supervisor on duty.
- 2) Call the police department at 256-773-6534 and ask to speak to the Supervisor on duty.
- 3) Fill out enclosed form and return it to the police department in person or by mail.
- 4) Email the Internal Affairs Officer at dparker@hartselle.org.

Maintaining the trust of our fellow citizens is a prime concern to all of our employees.

The Hartselle Police Department classifies issues brought to our attention in one of the following ways:

• COMMENDATION

Performance by an employee that is either outstanding or beyond that which is normally expected.

Commendations are reviewed and the level of award ranges from an acknowledgment from the Chief to a Medal of Honor.

• COMPLAINT

Questions about a police policy, procedure or tactic used by an employee. **Complaints regarding the validity of tickets are not considered complaints for this definition and will be referred to the proper court for resolution.**

The Supervisor investigates complaints. The Supervisor and Captain then review them.

• ALLEGATION OF MISCONDUCT

Complaints about actions, which if true would be misconduct.

Allegations are investigated by the Supervisor or an Internal Affairs Investigator. Upon conclusion of the investigation, the incident and findings are then reviewed by the Supervisor, Captain and Chief of Police.

The results of these investigations and reviews are either:

- **SUSTAINED**
Evidence is sufficient to prove the allegation.
- **NOT SUSTAINED**
Insufficient evidence to either prove or disprove the allegation.
- **EXONERATED**
Incident occurred but was lawful and within policy
- **UNFOUNDED**
The allegation did not occur.
- **POLICY AND/OR TRAINING DEFICIENCY**
The incident occurred but was lawful and proper in accordance with policy and procedure; however, a review of such policies and/or additional training is necessary to prevent future allegations of misconduct. The employee is considered exonerated.

The citizen and employee are kept informed of the status of the issue and are notified of the results of the investigation or review. You will be notified within 30 days concerning the outcome of the investigation or of a need for an extension of the deadline to complete the investigation.

Employees who commit misconduct are disciplined according to city/department policy and procedure and state law.

The Hartselle Police Department is dedicated to having the finest employees possible protecting our citizens. We are committed to maintaining and expanding the trust our citizens place in us. We will investigate all issues completely and fairly.

The objectives of this process are to:

- 1) Protect the public.
- 2) Protect the employee.
- 3) Train employees.
- 4) Correct Policy/Procedure and Training problems.
- 5) Hold employees accountable for their actions.

**HARTSELLE POLICE DEPARTMENT
COMMENDATION
COMPLAINT
ALLEGATION
REPORT
HARTSELLE POLICE MISSION STATEMENT**



We, the members of the Hartselle Police Department, exist to serve all people within our jurisdiction with respect, fairness and compassion. We are committed to the prevention of crime and the protection of life and property; the preservation of peace, order and safety; the enforcement of laws and ordinances; and the safeguarding of constitutional guarantees.

With community service as our foundation, we are driven by goals to enhance the quality of life, investigating problems as well as incidents, seeking solutions and fostering a sense of security in communities and individuals. We nurture public trust by holding ourselves to the highest standards of performance and ethics.

To fulfill its mission, the Hartselle Police Department is dedicated to providing a quality work environment and development of its members through effective training, technology and leadership.

**150 Chestnut Street NW
Hartselle, AL 35640
256-773-6534 or 256-773-4474 (fax)**

**HARTSELLE POLICE DEPARTMENT
COMMENDATION / COMPLAINT FORM
PLEASE PRINT CLEARLY**

When did this incident happen?

Today's date:

Where did this incident happen?

The officer(s) name(s):

(Optional) Your name:

(Optional) Your address:

(Optional) Your telephone number: home:

cell:

Name of witness:

Address of witness:

Telephone number of witness: home:

cell:

Name of witness:

Address of witness:

Telephone number of witness: home:

cell:

What is your commendation or complaint?

Please tell us what happened: