

AFTER THE INVESTIGATION IS COMPLETE

The outcome of the investigation will fall into one of the following categories:

Exonerated – Conduct was proper or within department policy.

Unfounded – The allegation was found to be false.

Not Sustained – There is insufficient evidence to prove or disprove the allegation.

Sustained – The allegation is supported by sufficient evidence and was determined to be true.

FOLLOWING UP WITH THE COMPLAINT

The complainant will be advised of the findings. City, state and federal laws govern a police employee's privacy rights; therefore, you may not be entitled to protected information.

CONTACT US



New Port Richey Police
Department
6739 Adams Street
New Port Richey, FL 34652

(727) 841-4550

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**POLICE
DEPARTMENT**
THE CITY OF NEW PORT RICHEY

CITY OF NEW PORT RICHEY POLICE DEPARTMENT



*Serving with Honor
and Integrity*

COMMENDATION - COMPLAINT GUIDE

Chief of Police Kim Bogart



COMMENDATIONS

The New Port Richey recognizes its employees' exemplary performance through the use of commendations.

THERE ARE THREE CATEGORIES:

- Written Acknowledgement
- Departmental Awards, and
- Community-Sponsored Awards

The Department receives many letters of recognition and phone calls from citizens expressing appreciation and gratitude for jobs well done. You may compliment an employee by mail, by completing a customer service survey card* or through a phone call. A written compliment is preferred since it can be posted within police headquarters and a copy placed in the employee's file.

* Customer service survey cards are available in the lobby of the Police Department

OUR COMMITMENT TO YOU

The New Port Richey Police Department is committed to providing courteous and professional service to our citizens. We hope that all of contacts with our employees are positive; however, if you are dissatisfied with the performance or service of an employee, we will thoroughly review your complaint and resolve it fairly. Police Officers are sworn to protect the rights of all citizens, including those taken into custody.

The information in this brochure is provided to you in the spirit of transparency. We are committed to excellence and strive to provide the finest quality service available to our citizens.

The New Port Richey Police Department takes complaints seriously and since we want to protect the integrity of the agency, we have adopted internal safeguards such as a complaint procedure.

COMPLAINTS

The Department recognizes its responsibility to thoroughly investigate complaints of misconduct brought against its members. To accomplish this, the Department has a Professional Standards System in place with procedures to provide for diligent systematic investigation of complaints. The goal is to maintain the integrity of the Department and ensure that valid complaints based on facts are separated from false or unsupported allegations, so appropriate corrective measures can be taken.

WHO CAN FILE A COMPLAINT?

Any person who witnesses or has direct knowledge of an incident may file a complaint. It does not matter whether the person making the complaint was directly involved in the incident or not. The complaint should be made as soon as possible using the procedures outlined in this guide.

WHAT IS THE COMPLAINT PROCEDURE?

To register a complaint, contact the police department and a supervisor will be assigned to take the initial information and begin the investigation process. When complaints are minor in nature, the entire matter may be investigated and resolved by the employee's supervisor. However, when allegations are of a serious nature, the investigation is assigned to a Professional Standards System investigator who reports to the Chief of Police.

[It is important to know: false reporting in an attempt to cause unjust discipline; or defame police personnel or to place their employment in jeopardy can result in criminal charges or civil suit by the employee involved.]