

Commendation Form

Your Name Daytime Phone

Address

Incident Date & Time Location

Employee Name

(1) (2)

(3) (4)

Describe the basis of your commendation (attach extra paper, if necessary)

Signature Date

Town of Bladensburg Police Department



Partners with the Community

Bladensburg Police Department
4910 Tilden Road
Bladensburg, Maryland 20710

Emergency: (301) 864-0400 or 911
Business: (301) 864-6080

custsvr@bladensburg.net
www.bladensburg.net

Citizen Commendation and Complaint Procedure

Commendations

Everyone enjoys receiving recognition for their efforts. Commendations, either verbal or written, are one of the best ways to let someone know you appreciate their work. A commendation for an employee of the Bladensburg Police Department is most often sent to the Chief of Police. You may also advise the employee's supervisor. Your comments can be made in person, by telephone, or e-mail.

A commendation may address any event that you deem noteworthy on the part of an employee whom you believe should be recognized. This may range from the display of unusual courtesy or compassion to significant life-saving measures or heroic acts. We are interested in hearing about your observations of any commendable act or behavior.

All commendations are formally documented and the affected employees will be notified.

A commendation takes only a few minutes to write or communicate. It can go a long way to let the personnel of the Bladensburg Police Department know how you feel about them and their service. Use this form to sent your letter to:

Chief of Police
Bladensburg Police Department
4910 Tilden Road
Bladensburg, Maryland 27010

Citizen Complaints

The information in this brochure will assist anyone who has occasion to make a complaint against any member of the Bladensburg Police Department. Here are some of the questions we frequently encounter regarding our complaint procedures and processes.

What is a Citizen's Complaint?

A complaint is an allegation that an employee violated a policy, procedure, rule, regulation, or law. Dependent upon the nature of the allegation in the complaint, it may be handled informally by the employee's supervisor. In the case of more serious types of allegations a formal complaint may be lodged with the employee's supervisor, Commander, or Chief of Police.

The Bladensburg Police Department is committed to providing quality service to the community and welcomes feedback, including critical comments about employee performance. All complaints are given serious consideration and are forwarded to the employee's supervisor for follow-up.

Who Can Make a Complaint?

A citizen complaint may be made by anyone. However, if the complainant is under the age of 18, we require that the complainant be accompanied by a parent or an adult.

How can a Citizen Complaint be Made?

A complaint may be made by telephone, mail, or in person. A complaint may be made at the Police Department, or another mutually convenient location. The Department is primarily interested in learning of your concerns about police conduct or a need for improvement in the delivery of services.

When can a Complaint be Made?

A complaint may be made 24-hours a day. After normal business hours, a citizen complaint may be registered with any supervisor, or by calling (301) 864-6080.

We invite citizens to bring their concerns regarding police practices and services to our attention. If you have a complaint and are not sure how to proceed, a telephone call to any on-duty supervisor will provide you the options available.

Excessive Force or Brutality

Maryland Public Safety Code, 3-104

A complaint alleging brutality may not be investigated unless the complaint is sworn to by the aggrieved person, a member of the aggrieved person's immediate family, by any person with firsthand knowledge obtained as a result of the presence at, and observation of, the alleged incident, or by the parent or guardian in the case of a minor child. The complaint must be filed within 90-days of the alleged brutality.

Will I have to Testify if I Make a Complaint?

A complainant does not normally have to testify in any formal hearing. During the investigation you, along with all witnesses, may be questioned concerning the incident. It is essential to any investigation to ask all pertinent questions and obtain factual information. Once an investigation is concluded, a disposition will be determined.

Employees of the Bladensburg Police Department have a right to appeal any discipline recommended or imposed. In some cases, these appeals may be heard by a personnel board. You may be asked to testify at such a hearing.

What Happens After I File a Complaint?

The complaint is received, reviewed, and assigned to a supervisor for further investigation. If the supervisor is able to resolve the complaint after examining all the facts and circumstances, you will be notified.

If the complaint requires further review, it will be forwarded to a commander for a formal recommendation and then to the Chief of Police for a final determination. You will be notified in writing concerning the disposition of the complaint.

If you have any further questions, call the Chief's Office at (301) 864-6080, or e-mail custsvr@bladensburg.net.