

**MONTGOMERY COUNTY
DEPARTMENT OF POLICE**

Internal Affairs Division
800 South Frederick Avenue, #201
Gaithersburg, Maryland 20877
(240) 773-6000

Office of the Chief
2350 Research Boulevard
Rockville, Maryland 20850
(240) 773-5000

DISTRICT STATIONS

1st District - Rockville
1451 Seven Locks Road
Rockville, Maryland 20854
(240) 773-6070

2nd District - Bethesda
7359 Wisconsin Avenue
Bethesda, Maryland 20814
(301) 652-9200

3rd District - Silver Spring
801 Sligo Avenue
Silver Spring, Maryland 20910
(301) 565-7740

4th District - Wheaton/Glenmont
2300 Randolph Road
Wheaton, Maryland 20902
(240) 773-5500

5th District - Germantown
20000 Aircraft Drive
Germantown, Maryland 20874
(301) 840-2650

6th District - Montgomery Village/Gaithersburg
18749 N. Frederick Road
Gaithersburg, Maryland 20879
(240) 773-5700

REGIONAL SERVICES CENTERS

Bethesda-Chevy Chase Center
4805 Edgemoor Lane
Bethesda, Maryland 20814
(240) 777-8200

Mid-County Center
2424 Reddie Drive
Wheaton, Maryland 20902
(240) 777-8100

Eastern Montgomery Center
13436 New Hampshire Avenue
Silver Spring, Maryland 20904
(240) 777-8400

Silver Spring Center
8435 Georgia Avenue
Silver Spring, Maryland 20910
(301) 565-7300

Upcounty Center
12900 Middlebrook Road
Germantown, Maryland 20876
(240) 777-8000



Montgomery County Department of Police

**CITIZEN
COMPLIMENT
&
COMPLAINT
PROCESS**

INTERNAL AFFAIRS DIVISION



Montgomery County Department of Police
Internal Affairs Division
800 S. Frederick Avenue, Suite 201
Gaithersburg, MD 20877
240-773-6000



CHIEF'S MESSAGE

The men and women of the Montgomery County Police Department (MCPD) have dedicated their professional lives to making our community safe. In the performance of their duties they will have contact with hundreds of thousands of people each year. Those contacts take many forms; in person, by telephone, and in writing. No matter what type of contact you have with the MCPD, you should be treated with courtesy and professionalism. The reality is that many of the contacts people have with police are under difficult circumstances - crime victims, those calling 911 for assistance, those being stopped or arrested, and the many other situations that may find you dealing with a police department employee. MCPD employees are trained and equipped to assist those in need, and to enforce the law with integrity. If you would care to commend any member of the MCPD, a thank you is always appreciated. If you don't believe you were treated legally or professionally, let us hear from you. We are accountable first and foremost to those we serve.

~ Chief J. Thomas Manger

COMPLIMENTS

How do I compliment a Police Employee?

Citizens wishing to compliment an employee should prepare a brief description of the employee's performance and mail it to the employee's commander listed on the back of this brochure.

What happens if I do not know where the employee is assigned?

In those instances where the employee's command is not known, the letter may be sent to the Office of the Chief.

What happens to the compliment?

Once the Department is in receipt of the compliment, a copy of the letter will be placed in the employee's personnel file. Depending on the circumstances surrounding the letter of compliment, the employee could be nominated for an interdepartmental letter of compliment or award.

Will I be notified that the Department has received my letter of compliment?

YES. You will be notified via a letter from the Office of the Chief that the Department has received your letter.

COMPLAINTS

The primary function of the Internal Affairs Division (IAD) is to investigate complaints made against both police officers and civilian members of the Department. To ensure public trust and to maintain the Department's integrity the office conducts immediate, thorough, objective and unbiased investigations of official misconduct. This procedure - also allows us to ensure that various policy protocols are in the best interest of public service.

What does IAD do with the complaint?

The Director of IAD will evaluate the severity of the complaint. Based on the nature of the complaint, it will be referred to the appropriate level for investigation. The IAD investigates all allegations of major rule violations.

Will I be contacted by the Department?

YES. Following the assignment of the complaint, you will be contacted by an investigator. The investigator will then interview witnesses and members of the Department.

How are cases reviewed for completeness?

All cases are reviewed by the Director of the Internal Affairs Division for completeness.

How are cases evaluated?

Once a case has been investigated and reviewed it is given one of five classifications. The classification given is known as the finding(s):

Unfounded: Based on the facts of the investigation, the act(s) did not occur.

Exonerated: Actions of the involved employee(s) were justified, lawful and proper.

Insufficient evidence: There was not enough evidence to prove or disprove the allegation(s).

Sustained: Sufficient evidence to prove the allegations of misconduct.

Policy Failure: Omissions or insufficient/ineffective policy to address the allegation(s).

When does the Chief's Office review cases?

If a complaint is classified as sustained or if the Director of IAD and the officer's Commander disagree as to how the complaint is to be classified, the case is reviewed by the Internal Investigative Review Committee, to include, the three Assistant Chiefs, the Director of IAD and the Commander of the involved employee(s). The review is then forwarded to the Chief of Police.

How are the people involved notified?

The complainant is notified by letter with the results and findings of the investigation.

Will my complaint impact on any charges previously placed against me by the police?

NO. Criminal and traffic charges must be resolved by the courts.

What happens at the conclusion of an Investigation?

If the investigation fails to sustain any misconduct, you will receive a letter from the Director of IAD advising you of the outcome. If misconduct is established, the Chief of Police will make a disciplinary recommendation to the employee. If the employee accepts that recommendation the matter will be concluded. Should the employee decline the offer the matter will follow an appeals process. In the case of a civilian employee, a grievance process is implemented. In those cases involving police officers, an administrative hearing will be convened and testimony will be taken under oath. ***As a complainant you will be called to testify.*** In all cases, the complainant will be notified of the investigative results.

Will I be informed of any disciplinary action taken?

Specific disciplinary actions are regarded as personnel actions and remain confidential under State law.

Compliment and Complaint Form

We, the Montgomery County Police, are committed to providing the highest quality of police services by empowering our members and the community to work in partnership with the goal of improving the quality of life within Montgomery County, while at the same time maintaining respect for individual rights and human dignity.

Our goal is to ensure that our employees are guided by the principles that every individual has infinite dignity and worth, and that we must show respect for the citizens we serve and for the men and women of the Department.

A compliment or complaint, and its subsequent investigation, causes the police to examine the service that we provide to our community and to make necessary improvements in the way we provide those services.

Each complaint will be investigated and appropriate follow up actions taken. You will be informed of the results of the investigation initiated by your complaint. For more information, see the Citizen Compliment and Complaint Process brochure.

If you have a complaint or you would like to compliment an employee, you can fill out this form and either mail it or drop it off at the Internal Affairs Division. Please call 240-773-6000 if you have any questions or need assistance filling out the form.

Complaints can be filed on actions by any Police Department employee.

From County Executive Isiah Leggett and Chief J. Thomas Manger

Thank you for taking your time to let us know how the Montgomery County Police Department can improve the services we deliver.

We are committed to community policing, which depends on a close working partnership between residents and law enforcement. Your feedback helps us to more effectively protect persons and property in the County.

Again, thank you for contacting us.



DEPARTMENT OF POLICE
INTERNAL AFFAIRS DIVISION
800 S. Frederick Road Suite 201
Gaithersburg, Maryland 20877

Montgomery County Department of Police

Compliment & Complaint Form

Internal Affairs Division



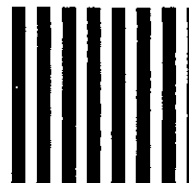
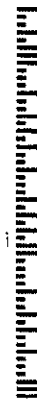
Isiah Leggett
County Executive
J. Thomas Manger
Chief of Police

For further assistance, contact the
INTERNAL AFFAIRS DIVISION
at
240-773-6000
www.montgomerycountymd.gov/police

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 88 ROCKVILLE MD
POSTAGE WILL BE PAID BY ADDRESSEE

MONTGOMERY COUNTY MARYLAND
101 MONROE ST
ROCKVILLE MD 20897-5044



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Compliment/Complaint Form *(Circle One)*

Office Use Only
Date and time received: _____ Initials: _____

MCP 580
Rev. 11/07

Instructions:

1. Fill out form. Please print or type legibly. For TTY/TDD 240-773-6000.
2. **Complaints alleging brutality by a police officer must be sworn to and submitted to the Department within 90 days of the incident.**
3. Submit/mail this form to the Internal Affairs Division.
4. You will be contacted for a follow up interview.

Name: _____ Date: _____

Date of birth: _____ Sex: _____ Race: _____ H.Ph.: _____ W.Ph.: _____ Cell Ph.: _____

Street address: _____ Apt. number: _____

City: _____ State: _____ Zip code: _____

Location or address where incident occurred: _____

Date of incident: _____ Time: _____ a.m./p.m. Incident Number (If known): _____

Witness name: _____ Phone: _____

Witness address: _____

Name of employee(s) involved: _____

Briefly describe what happened (attach additional sheets of paper if needed): _____

