

COMMENDING SUPERIOR PERFORMANCE

The best way to commend the actions of a Monroe Police Department employee is to write a brief letter or email describing the incident and the actions that you thought were exceptional. Information such as the date, time and location will help to identify the employee, if you don't know his or her name. If you choose not to write, you may ask to speak with the employee's supervisor and make a verbal commendation.

Commendations received by the Chief of Police are forwarded to the employee, and a copy is placed in his or her personnel file. Your commendation may also be posted on the Department's bulletin board to be read by all employees. Although our employees don't expect to be thanked for everything they do, recognition of exceptional service is always appreciated. This kind of feedback helps us to know if we are doing a good job.

Monroe Police Department
7 Fan Hill Road
Monroe, CT 06468
(203) 261-3622

Our Values

The Monroe Police Department:

Values the right of all individuals to be treated with dignity and respect;

Values the rule of law and its application in a fair and impartial manner;

Values all members as our most important asset and commit to continued professional development and personal growth;

Values its commitment to foster a work environment that promotes excellence, accessibility, communication, cooperation and trust;

Values its commitment to work with the community to identify and solve problems;

Strives to conduct our business efficiently and effectively while recognizing changing needs;

Shall protect and enhance the quality of life for all who live, work and visit the Town of Monroe.

Citizen's Guide to Making

Commendations for or Complaints of Police Department Personnel or Service



MISSION STATEMENT:

To provide a safe and orderly environment in Monroe through professionalism, dedication and an active partnership with the community to enhance the quality of life for all people.

Making a Complaint About an Employee

A complaint can be made on an official Citizen Complaint Form that can be obtained in the Police Headquarters Lobby, on the Town Hall or Police Department website, by letter, by telephone or in person.

Complaints should be made to the Shift Supervisor at Police Headquarters. The Shift Supervisor will then forward the complaint to the proper authority, in the event that the situation cannot be resolved at his or her level.

If your complaint appears to be based on a lack of knowledge or a misunderstanding, the employee may be called upon to offer an explanation. If you are not satisfied with an explanation, your complaint will be forwarded to the proper authority.

Please be prepared to provide the date, time, location of the event, the names of Department personnel involved (if known) and the name(s), address and telephone numbers of any possible witnesses.

In no case will a citizen be denied an opportunity to file a complaint (verbal or written) against a Department employee.

www.monroectpolice.com
www.monroect.org

Investigative Procedure

Once your complaint is received, it will be thoroughly investigated by an officer designated by the Chief of Police. The investigation will usually include a review of all applicable reports, policies and procedures, an examination of any evidence or medical records and interviews with all parties and witnesses involved. A simple inquiry may take only a day or two to complete, while a complex complaint may take two or three months to investigate and review.

The Chief of Police reviews every complaint with the employee's Division Commander. If the Chief of Police determines that an employee violated Department policies or procedures, appropriate corrective action will be taken. The Chief's review will also include looking for ways to improve policies, procedures and training, if necessary.



Findings

You will receive written notification at the conclusion of the internal investigation.



How are we doing?

The Monroe Police Department is committed to providing the best service possible. Citizen feedback is essential, if we are to succeed in this goal. If you have any questions or suggestions about any specific action taken by a Department employee, you may call the Shift Supervisor at 203-261-3622 or send your comments directly to:

John L. Salvatore
Chief of Police
Monroe Police Department
7 Fan Hill Road
Monroe, CT 06468
(203) 261-3622