

Complaint Policy Continued ..

The City of Hyattsville Police Department Operations Commander, or designee, will notify the complainant of the disposition of the investigation.

Complaint dispositions are classified as follows:

- \* Administrative Closure
- \* Exonerated
- \* Non-Sustained
- \* Substantiated Misconduct Not Based On Original Complaint
- \* Sustained
- \* Unfounded

An investigation may be administratively closed if:

- \* Complainant did not want formal action taken
- \* The complaint was concerning the interpretation of the law or departmental procedure and not the officer's actions
- \* The complainant could not be contacted

City of Hyattsville Police Department  
4310 Gallatin Street  
Hyattsville, Maryland 20781  
Phone: (301) 985-5060  
Fax: (301) 985-5074



**City of Hyattsville  
Police Department**

**Commendation  
and  
Complaint Procedure**

*This brochure is for use by  
anyone who wishes to submit  
a commendation or a complaint  
regarding a police department  
employee's actions or  
performance.*

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[www.hyattsville.org](http://www.hyattsville.org)

The City of Hyattsville Police Department is proud to provide modern, progressive, quality law enforcement to all persons, businesses, and visitors to the City of Hyattsville. So that the police department can continue providing the highest quality services, the performance of its employees must be monitored.

The Chief of Police is sincerely interested in recognizing both above-average performances and in taking corrective action for those instances where an employee may fail to meet the department's standards. Copies of the commendation and complaint form are available at the City of Hyattsville Municipal Building's City Offices on the third floor, and the Police Department on the second floor. Additionally, forms can be easily found on our webpage at [www.hyattsville.org](http://www.hyattsville.org) or mailed to you upon request.

This brochure will tell you how to do the following:

1. Acknowledge an employee whose work is considered worthy of praise or any other recognition.
2. Make an inquiry against a police department employee who may not have handled a situation appropriately.

### Employee Commendation Procedure

To commend the performance of a City of Hyattsville Police Department employee, you're welcome to come in person to the Police Department at the City of Hyattsville Municipal Building anytime. You may also contact the department by phone at 301-985-5060, send an email to [police@hyattsville.org](mailto:police@hyattsville.org), or mail your observation to the Chief of Police at 4310 Gallatin Street, Hyattsville, Maryland 20781.

When an employee receives notice of a commendation, that employee will complete a memo outlining the details and forward it through the chain of command to the Chief of Police.

Letters of commendation will be placed in the employees' personnel files and copies will be posted for all employees to view.

The City of Hyattsville Police Department appreciates the effort and consideration of all residents who take the time to share their experience with our employees' performance.

### Employee Complaint Policy

It is the policy of the City of Hyattsville Police Department to investigate all allegations of employee misconduct promptly. This includes all complaints made to the department anonymously.

A complaint against a department employee can be made at any time. The complainant may reach out to the on-duty supervisor to have the matter explained and resolved, or submit a completed complaint form to any employee.

To make a complaint against any police department employee, you're welcome to come in person to the police department at the City of Hyattsville Municipal Building anytime. You may also contact the department by phone at 301-985-5060, send an email to [internalaffairs@hyattsville.org](mailto:internalaffairs@hyattsville.org), or mail your concern to the Chief of Police at 4310 Gallatin Street, Hyattsville, Maryland 20781.

All complaints are referred to the Chief of Police for investigation. This includes complaints that allege criminal violations, corruption, and excessive force. A thorough investigative report will be completed and forwarded to the Chief of Police. The Chief of Police will review the findings and make a determination as to the action to be taken.

If requested, a department representative will stay in contact with the complainant at least every thirty (30) days while the investigation is open.