

Frequently Asked Questions

How do I submit comments regarding the quality of service delivered by the Police Department?

You may file your compliment or complaint in person, via phone, fax, mail, e-mail, or by contacting any police supervisor.

How long does the process take?

There is no time limit. For example, an internal investigation of a complaint is a lengthy process that involves numerous reviews by the department command staff, supervisors and sometimes, outside agencies.

What happens to the employee if my complaint is substantiated?

Unless there is criminal conduct involved, an employee is normally subjected to administrative disciplinary action.

Chesapeake Police Department Core Values

Community Service

Through a partnership with the people and businesses in our community, we are committed to enhancing public safety, reducing the fear of crime, solving community problems that affect public safety, and realizing that we are part of the community.

Integrity

We are committed to adherence to high moral and ethical principles and character, honesty, doing what is legally and morally right, and setting the example.

Professionalism

As a Department, we strive to maintain a clear sense of commitment, perspective and direction through compliance to policies, standards of conduct and behavior, knowledge of duties, and continual self-improvement.

Respect

It is the fundamental duty of each member of the Department to demonstrate empathy, compassion, concern and courtesy for victims of crime and to treat all members of the community, to include those who violate the law, with fairness and tactfulness.

It is the policy of the Chesapeake Police Department to investigate all allegations of misconduct against any member of the Department. Disciplinary actions, when warranted, are reviewed by the City Attorney and/or Human Resources.

Our complaint process complies with Virginia State Code 9.1-600.

Understanding And Filing a Complaint Or Compliment



Chesapeake Police Department
Ethics & Conduct Unit
304 Albemarle Drive
Chesapeake, Virginia 23322

(757) 382-6422
fax: (757) 382-8461

Email:

cpdethicsandconduct@cityofchesapeake.net

A Message from the Chief

Please know that I am interested in your comments. It is the policy of the Chesapeake Police Department to recognize the excellent performance of our employees through Department, City or locally sponsored awards. However, should you feel your contact with any of our employees was less than satisfactory, I also want to hear from you.

Anyone can submit comments regarding the quality of our service. This pamphlet describes the process and procedures involved. If you have additional questions, feel free to contact the Ethics & Conduct Unit at the number listed on the front of this pamphlet. Your information will remain confidential.



Colonel K. L. Wright
Chief of Police

How to Comment on the Quality of Our Service Delivery

You can comment in person, by telephone, fax, mail or e-mail. You can also contact any Police Department supervisor at (757) 382-6161, or by calling or visiting your nearest police precinct.

The staff of the Ethics & Conduct Unit will assist with questions regarding this process. Their office is located in the municipal complex at Police Headquarters, 304 Albemarle Drive, telephone (757) 382-6422.

The Complaint Procedure

Should you choose to file a complaint, you will be asked for relevant details, including name, location and time. The complaint will be documented and an investigation initiated. While anonymous complaints are accepted, final disposition of the complaint outcome can only be made to those who identify themselves. The investigator will interview concerned parties and witnesses to gather all necessary information.

All complaints are taken seriously, but not all allegations constitute misconduct. Less serious violations will be evaluated to determine if a violation of police policy and/or procedures occurred.

A Disciplinary Review Board will review the completed investigation and make a recommendation to the Chief of Police based upon the available facts.

Disposition

You will be notified via mail on the results of the investigation, which will be one of the following:

- Substantiated – evidence found within the investigation supports the allegations
- Exonerated – the employee is not guilty of the allegation
- Unsubstantiated – there is insufficient evidence to support a substantiated finding
- Unfounded – allegations are proven to be false or have no basis in fact

For legal and privacy reasons, disciplinary action cannot be released. Actions may include a verbal or written reprimand, suspension, demotion or termination from employment.

Police Precincts

First Precinct
304 Albemarle Drive
382-6556

Second Precinct
1209 20th Street
382-1500

Third Precinct
949 N. George Washington Hwy
673-0498

Fourth Precinct
4764 Station House Rd
382-3500

Fifth Precinct
400 Volvo Pkwy
410-0582