



Compliment / Complaint Procedure

Compliment Procedure

The Police Department is committed to providing the public with professional law enforcement service. We shall always strive to perform our duties with acceptance, understanding and approval.

If you would like to compliment a Police Department employee for work considered worthy of recognition, please do one of the following:

- Mail your comments to the Chief of Police at the address listed below, or
- Contact any police supervisor in person at the Police Department, or
- Call the Department at 703-221-1111 and ask to speak with a supervisor.

Once your compliment has been received, it will be documented and conveyed to the employee and his or her supervisors. A copy of the compliment will also be placed in the employee's permanent service record. As you would expect, our employees sincerely appreciate positive feedback from the citizens they serve.

Rebecca S. Edwards
Chief of Police
18130 Triangle Plaza
Dumfries, Virginia 22026

chiefofpolice@dumfriesva.gov

Complaint Procedure

It is the policy of the Police Department to accept and investigate all complaints or allegations of misconduct on the part of any employee. In doing so, the Department will endeavor to be fair to both the complainant and the employee(s) involved.

To register a complaint, contact one of the following:

- The Chief of Police
- Any Police Department supervisor

Your contact can be made in writing, by telephone, or in person to the address and phone at 703-221-1111.

Once your complaint has been received, it will be investigated according to appropriate procedures and you will be notified of the results. The Police Department encourages the filing of legitimate complaints as a means to hold the Department and its employees accountable to the public; however, any false, misleading and/or malicious allegations may result in civil and/or criminal sanctions.

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