

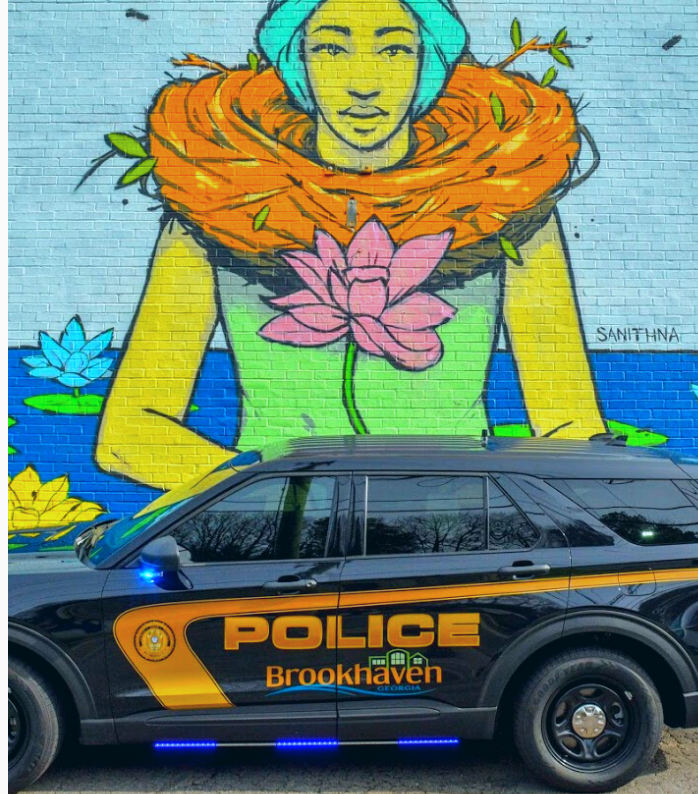
# Committed to YOU

The **Mission** of the **Brookhaven Police Department** is to enhance the quality of life for those within our community by providing **professional, high quality, and effective** police services **in partnership with our community**. To achieve this mission, we will provide **-equally to all people-** fair, courteous service which respects each individual's dignity.

Community involvement is vital to managing any public agency. One method by which BPD evaluates our service is through review of commendations, suggestions, and complaints.

This brochure outlines the basic information necessary for you to provide feedback to the Brookhaven Police Department regarding our services and delivery.

Additional information about these processes, and about the Brookhaven Police Department, is available online at: **[www.brookhavenga.gov/police](http://www.brookhavenga.gov/police)**.



## Contact Us

### BROOKHAVEN POLICE DEPARTMENT INTERNAL AFFAIRS

2665 Buford Hwy NE  
Brookhaven, GA 30324  
404-637-0600 (Main)  
404-637-0601 (Fax)  
[www.BrookhavenGA.gov/police](http://www.BrookhavenGA.gov/police)

**Gary Yandura**, Chief of Police

# BROOKHAVEN POLICE DEPARTMENT

## Commendation and Complaint Processes

*Building Trust Between  
the Police and the  
Community*



## Commending an Officer

Any person who wishes to commend an officer or employee of the Department may do so by contacting the Office of the Chief of Police, the Office of Professional Standards, a supervisor at any worksite in the Department, or online at:

[www.BrookhavenGA.gov/police](http://www.BrookhavenGA.gov/police).

Please provide as much information as possible about the officer as well as the reason he or she should be commended. In addition, please provide your name and contact information so that we may contact you if necessary. All information will be kept confidential, unless you request otherwise.



## Acceptance of Complaints

### Who may register a complaint?

It is the policy of the Brookhaven Police Department to receive commendations and complaints from any citizen or employee, including: involved parties, witnesses and third parties, and anonymous persons.

### Complaints are Defined in Two Categories:

**Priority I** complaints are allegations of employee misconduct of a serious or/and criminal nature. These complaints are investigated by the Office of Professional Standards.

**Priority II** complaints involve lesser types of misconduct, such as: vehicle accidents, allegations of discourtesy, or minor policy violations. Priority II complaints are typically investigated by the officer's supervisor to ensure they are quickly reviewed and resolved.

## The Complaint Process

### Step 1: Initiate Complaint

- In person
- By mail
- By email
- By telephone

### Step 2: Internal Investigation

- Complaint is documented
- Complaint is reviewed at the lowest appropriate organizational level and as quickly as possible
- Recommendations on disposition
- Recommendations on discipline

### Step 3: Final Dispositions

- Sustained
- Not Sustained
- Exonerated
- Unfounded

### Step 4: Notification of outcome to reporting party

At the end of a complete and thorough investigation, you will receive the official disposition of your complaint in writing by mail or e-mail. This usually occurs within 30 days.