

## **3-04/010.00 - Department Service Reviews**

The Department will accept and review any comment from any member of the public concerning Departmental service or individual performance. These comments fall into three categories:

- External Commendation: an external communication of appreciation for and/or approval of service provided by Department members;
  - Service Complaint: an external communication of dissatisfaction with Department service, procedure or practice, not involving employee misconduct; and
  - Personnel Complaint: an external allegation of misconduct, either a violation of law or Department policy, against any member of the Department.
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