

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.
-