



Dacono Police Department

512 Cherry Avenue Post Office Box 117 Dacono, Colorado 80514
Office 303.833.3095 | Fax 303.833.0634 | CityofDacono.com



PERSONNEL COMPLIMENTS AND COMPLAINTS

Message from the Chief of Police:

Any organization is only as good as its personnel. In Dacono our employees are our most valuable resource. For us to be professional, effective, and trusted by the community, we must deliver a consistently superior level of service. Feedback from the community regarding the service we provide is an important tool to monitor our performance as an organization and as individuals. It is the policy of the City of Dacono and the Dacono Police Department that all complaints of alleged misconduct against police employees will be accepted and investigated. It is also the policy of the City and Police Department to ensure that commendations and compliments from the public for exemplary performance by employees are properly documented. The information provided below will help you understand the City's complaint procedure and investigation process, and how to offer a commendation or compliment to a Police Department employee.

Personnel Complaint Procedure:

Written complaints regarding the Police Department are received by the City of Dacono Police Advisory Board (PAB). The PAB is responsible for reviewing, referring for investigation and making recommendations regarding complaints and questions regarding the Police Department, its operations, and personnel, as described in Section 2-75 of the Dacono Municipal Code.

How to Make a Complaint:

If you want to report what you perceive as misconduct or improper work performance by a member of the Dacono Police Department, you will first be directed to a sworn Police Department supervisor who will meet with you to discuss your complaint. Often issues and concerns can be resolved at this point by the supervisor answering your questions or explaining Department procedures and protocol. However, if after speaking with the supervisor you determine that further action is warranted, you may submit a written complaint to the PAB using the attached form, mailed or delivered to the PAB in care of the City Clerk.

It is important to include as much information as possible, to aid in the proper investigation of your complaint.

Investigation:

The PAB is responsible for reviewing, referring for investigation and making recommendations regarding complaints and questions concerning the Police Department, its operations and personnel. Upon receipt of a written complaint, the PAB determines whether the complaint shall be investigated by the Police Department or an outside agency and both you and the employee will be notified.



Dacono Police Department

512 Cherry Avenue Post Office Box 117 Dacono, Colorado 80514
Office 303.833.3095 | Fax 303.833.0634 | CityofDacono.com



Whether investigated by the Police Department or an outside agency, you should expect to be contacted by the investigator, who will interview witnesses, examine any relevant physical evidence and gather information pertinent to each allegation made in the complaint. Upon completion of the investigation, the PAB reviews the results and determines whether each allegation was “sustained” or “not sustained.” For any allegation sustained, the PAB makes a recommendation regarding what it considers appropriate disciplinary action and the Chief of Police considers the PAB’s recommendation when taking such action as he deems appropriate. If the Chief of Police was the subject of the complaint, the PAB forwards its recommendation to the City Administrator for action.

Notification of Findings:

After the PAB has forwarded its recommendation to the Chief of Police or the City Administrator, as the case may be, you will be notified in writing that an investigation of your complaint was conducted and reviewed by the PAB in accordance with the Charter and Ordinances of the City of Dacono. Because personnel matters are confidential, you will not be advised of the outcome of the investigation, any recommendations made by the PAB, or any disciplinary action taken.

Court Proceedings:

If your complaint relates to an incident where you have been charged with a criminal offense or traffic violation, investigation of your complaint may be suspended until resolution of such charges to ensure the pending court proceedings do not interfere with a full investigation.

Filing a complaint against a Police Department employee will not positively or negatively affect the possible outcome of any criminal case in which you may be involved.

Complimenting a Department Employee:

The Dacono Police Department encourages feedback from citizens when Police Department employees perform their duties in an exemplary manner worthy of commendation. All too often exemplary performance goes unrecognized because it is rightfully considered part of the job of being a professional Police Officer and public servant.

However, positive comments from the public are certainly morale boosters for the involved individuals, the Police Department and the City. Positive comments allow supervisors to recognize those employees who are performing their duties in an exemplary manner. Those employees become positive role models for the entire agency.

To make the process as convenient as possible, positive feedback may be provided either verbally or in writing, although written compliments are encouraged so they may be shared with the employee’s supervisors and the City’s elected officials. Supervisors will accept verbal feedback by telephone at 303/833-3095; written comments may be made on the attached personnel commendation/compliment form or in a letter submitted to Chief Matthew B. (“Brian”) Skaggs at the Dacono Police Department, 512 Cherry Street, Dacono, Colorado 80514; or by e-mail to BSkaggs@ci.dacono.co.us.

Your written compliment will be forwarded to the involved employee and the Chief of Police, City Administrator and City Council, and entered into the employee’s personnel file for future reference.



Dacono POLICE DEPARTMENT

512 Cherry Avenue Post Office Box 117 Dacono, Colorado 80514
Office 303.833.3095 | Fax 303.833.0634 | CityofDacono.com



DACONO POLICE DEPARTMENT PERSONNEL COMPLAINT AND COMMENDATION/COMPLIMENT FORM (Please print or type information)

TYPE OF REPORT

Personnel Complaint Commendation/compliment

INFORMATION ABOUT THE INCIDENT

Date of incident	Time of incident
Location of incident	
Case number (if known)	

INFORMATION ABOUT YOU

Your full name
Date of birth
Residence address (street, city or town, state, and Zip code)
Home telephone number
Employer name and business address (street, city or town, state, and Zip Code)
Business telephone number
Cellular telephone number
E-mail address



Dacono POLICE DEPARTMENT

512 Cherry Avenue Post Office Box 117 Dacono, Colorado 80514
Office 303.833.3095 | Fax 303.833.0634 | CityofDacono.com



INFORMATION ABOUT WITNESS(ES)

Full name
Date of birth
Residence address (street, city or town, state, and Zip code)
Home telephone number
Employer name and business address (street, city or town, state, and Zip Code)
Business telephone number
Cellular telephone number
E-mail address

Full name
Date of birth
Residence address (street, city or town, state, and Zip code)
Home telephone number
Employer name and business address (street, city or town, state, and Zip Code)
Business telephone number
Cellular telephone number
E-mail address



Dacono POLICE DEPARTMENT

512 Cherry Avenue Post Office Box 117 Dacono, Colorado 80514
 Office 303.833.3095 | Fax 303.833.0634 | CityofDacono.com



Full name
Date of birth
Residence address (street, city or town, state, and Zip code)
Home telephone number
Employer name and business address (street, city or town, state, and Zip Code)
Business telephone number
Cellular telephone number
E-mail address

INFORMATION ABOUT POLICE EMPLOYEE(S) INVOLVED

Employee name or description		Employee name or description	
Badge number	Vehicle number	Badge number	Vehicle number
Employee name or description		Employee name or description	
Badge number	Vehicle number	Badge number	Vehicle number



Dacono POLICE DEPARTMENT

512 Cherry Avenue Post Office Box 117 Dacono, Colorado 80514
Office 303.833.3095 | Fax 303.833.0634 | CityofDacono.com





Dacono POLICE DEPARTMENT

512 Cherry Avenue Post Office Box 117 Dacono, Colorado 80514
Office 303.833.3095 | Fax 303.833.0634 | CityofDacono.com



I affirm that the information provided in this statement is true and factual to the best of my knowledge. I understand that it may be necessary for me to be interviewed or to provide other assistance during the investigation of a complaint.

Signature

Date

For internal use only:

IA case number: _____

Date report received: _____