

HOW LONG WILL THE INVESTIGATION TAKE?

Minor complaints are often handled immediately. As a general rule, the investigation of serious charges should be concluded within thirty days unless circumstances necessitate additional time.

WILL I BE NOTIFIED OF THE RESULTS OF THE INVESTIGATION?

Once the investigation has been concluded, the Chief of Police will inform you in writing of the outcome of the complaint.

WHAT IF I AM NOT SATISFIED WITH THE RESULTS OF THE DEPARTMENT'S INVESTIGATION?

Any person who believes that his or her allegations have not been taken seriously, investigated thoroughly or resolved satisfactorily by the department may submit a letter stating their concerns to the Office of the Attorney General.

WHAT IF I FILE A FALSE COMPLAINT?

If you believe the complaint to be valid and the officer is ultimately exonerated, the case will be ended. However, if it is determined that the complaint was intentionally false and malicious, you may be subject to criminal charges or a civil suit.

WE ALSO ACCEPT COMMENDATIONS FOR OFFICERS WHO HAVE DONE AN ACCEPTIONAL JOB.

The Elsmere Bureau of Police is committed to providing the best police services possible. Citizen cooperation and input are essential if the department is to succeed in this goal. If you have questions about any specific action taken by the department, or have questions about how the department operates, you can contact our department at any time.

If you have further questions or would like further information or assistance, contact:

Lieutenant Christopher Workman
Elsmere Bureau of Police
11 Poplar Avenue
Elsmere, De 19805

(302) 998-1173



Administrative Offices Open
Monday thru Friday 8am till 4pm
Closed Holidays

Patrol Officers Available
24 Hours a Day, Seven Days a Week

ELSMERE BUREAU OF POLICE

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Elsmere Bureau of Police *Citizen Complaints and Comments*



Protecting and Serving
the Town of Elsmere Since 1919

Phone: (302) 998-1173

WHO IS RESPONSIBLE FOR THE INVESTIGATION OF THE COMPLAINT?

The Chief of Police is responsible or the administrator for initiating the internal investigations. The actual investigative work may be performed by a police supervisor outside the employee's chain of command. The department also utilizes other agencies to investigate criminal allegations against the officer.

WHAT WILL HAPPEN TO THE OFFICER?

If the investigation reveals misconduct, the officer will be disciplined according to the seriousness of the rules violation. Disciplinary actions range from oral reprimand to suspension and in extreme cases, termination. If the allegation is criminal in nature, the case will be presented for prosecution. Other appropriate remedies include policy change and retraining.

NEED I BE CONCERNED ABOUT POSSIBLE RETALIATION FOR MAKING A COMPLAINT AGAINST AN OFFICER?

ABSOLUTELY NOT! It is essential that the public confidence be maintained which enhances the ability of the department to investigate and properly adjudicate complaints against its members. An employee who retaliates against you as a result of filing a complaint is subject to disciplinary action up to and including dismissal from the department.

HOW DO I INITIATE A COMPLAINT AGAINST AN OFFICER?

A complaint must be in writing to the chief of Police. Complaints can be filed 24 hours a day with the Police shift commander. During regular working hours, other administrative personnel are also available to take a complaint. If you can not physically file the complaint in person, you may contact the Chief of Police for guidance.

IF I AM UNDER 18 YEARS OLD, DO I HAVE THE RIGHT TO FILE A COMPLAINT?

Yes. Just have a parent, legal guardian or responsible adult present with you.

MUST I GIVE MY NAME TO FILE A COMPLAINT?

No. Anonymous complaints, or complaints from citizens who expressly request their names to be held in confidence, shall be accepted. However, when an anonymous complaint is made against an employee and there is no corroborative evidence of any kind, then the complaint shall be classified as unfounded.

Also, if the complaint results in criminal or civil action against the officer, you may be subpoenaed into court; therefore a name will be required.

WILL THE OFFICER KNOW THAT I HAVE MADE A COMPLAINT?

Yes. The officer(s) will be advised of the allegations made against him or her as well as the name of the person registering the complaint. The officer will be required to write out a detailed statement outlining the details of the incident from their point of view.

It is the policy of the Elsmere Police Department to promptly investigate allegations of wrong doing by department members and to take appropriate actions to discipline, policy change or exoneration.

A complaint means that someone is dissatisfied with our performance. If we are doing something wrong, the complainant will help the department recognize and ultimately rectify the wrongdoing.

It is the intent of the Elsmere Police Department to provide its residents with only the highest quality law enforcement services.