

Chesapeake Sheriff's Office
P.O. Box 15125
Chesapeake, VA 23328

Phone: 757-382-6159
Fax: 757-382-8392

www.chesapeakesheriff.com



Who to Contact:

Sheriff

John R. Newhart, (757) 382-6159

Undersheriff

Colonel John C. G. ... (757) 382-6159

Chief Deputy

Lt. Col. Jim G. ... (757) 382-6159

Chief of Administration

Major ... (757) 382-6159

Chief of Operations

Major ... (757) 382-6159

Chief of Corrections

Major ... (757) 382-288

Internal Affairs

... (757) 382-6843



"Setting The Standard
for Excellence"

Compliments or Complaints

How to Provide
Comments About
The Quality of
Service Delivery
By Your Sheriff's Office



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Forward

This pamphlet explains how to:

- Provide recognition for employee performance worthy of commendation.
- Make a complaint regarding an employee whom you believe may have acted improperly.

Citizen satisfaction is critically important to the Chesapeake Sheriff's Office. This brochure outlines the basic information necessary for you to let the Sheriff's Office know your opinion about the quality of service delivered by members of the Chesapeake Sheriff's Office.

The Sheriff's Office is dedicated to creating a safer environment and providing responsive service through a pro-active problem-solving partnership with the community. Feedback from the citizens we serve, along with regular supervisory review, allows the Sheriff's Office to continue providing high quality service to the community.

Recognition

Our office recognizes employees for exemplary performance of their duties through the use of formal commendations. Sheriff's Office employees are eligible to receive written acknowledgement (letters of recognition), departmental awards, city-wide awards, and community-sponsored awards.

Awards presented by the Sheriff Office include the Medal of Honor for gallantry; the Combat Cross for extraordinary heroism; the Medal of Valor for outstanding bravery; the Wounded in Combat Medal for any act involving grave personal danger in the performance of duties in which an officer is seriously injured by an armed adversary; the Life Saving Award for actions taken which result in the saving of a human life; the Award of Excellence for the performance of duties that deserve extraordinary recognition; and the Meritorious Service Award for valuable and dedicated service over an extended period of time.

To compliment a department employee for service considered worthy of recognition, you may notify the Sheriff's Office by calling or writing a letter to the Chief Deputy. All calls and letters of compliment will be brought to the attention of the officers and their commanders.

Complaint Procedure

If you believe a Sheriff's Office employee has acted improperly, and you wish to file a complaint, you may contact the Internal Affairs Office at (757) 382-6843. Normal office hours are Monday through Friday, 8:00 am to 4:00 pm.

Complaints of unnecessary force or other serious misconduct will be investigated by the Internal Affairs Office, which reports directly to the Chief Deputy and is independent of the deputy's command. Complaints of less serious misconduct are often best handled by discussing your concerns with a supervisor in the appropriate command. If you wish to discuss your concerns regarding an employee's conduct with a supervisor at their command you may call the appropriate number listed in this brochure, or visit our website at: <http://www.chesapeakesheriff.com>.

When your complaint is brought to the attention of the Sheriff's Office, you will be interviewed and your complaint documented. The matter will be thoroughly investigated, and the Chief Deputy will review the findings. Once the Chief Deputy approves a disposition regarding your complaint, you will be notified. This process usually takes six to eight weeks to complete.

Any citizen who is not satisfied with those findings may request a review by the Sheriff.