

*The Lake Waynoka Police Department's mission is to provide a safe and secure environment and enhance the quality of life for the residents and guests of Lake Waynoka.*

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# Citizen Complaint & Commendation Procedures



## Lake Waynoka Police Department

## Employee Commendation Procedure

While negative feedback provides us with thoughts on how we can do better, positive feedbacks shows us what we are doing right.

Any citizen may commend either an employee or the department.

Persons wishing to commend an employee, or the department may:

1. Write a letter to the Chief of Police.
2. Call the department.
3. Send an email.
4. Come in person to the police office and ask for the Chief of Police during weekday hours.
5. Leave a message on the office voicemail after hours.

Commendations received from community members will be given to the department member and a copy will be placed in their personnel file.

## How to File a Complaint

Please contact a Lake Waynoka Police supervisor in person, or by telephone or letter and express your concerns, questions, or complaint. The supervisor will then ask you for more details and depending on the nature of the problem, may ask you to fill out a formal complaint form.

The complaint will then be thoroughly investigated, during which process you may ask about the status at any time. When the investigation is completed, you will be notified of the outcome.

In order for the Lake Waynoka Police Department to fulfill its quest for excellence, it is essential that the employees maintain the highest standard of integrity.

When members of the community have concerns about an employee's actions or how an incident was handled, the department needs to be made aware that a problem has occurred.

