

For further information about the Investigation Review Panel (IRP), please contact the Department of Human Resources, Monday-Friday, 9am-5pm, at (757) 385-8374.



#### MISSION STATEMENT:

*The Virginia Beach Police Department is committed to providing a safe community and improving the quality of life for all people. We accomplish this by delivering quality police services and enforcing laws with equity and impartiality.*

*In partnership with the community, we reduce crime through public education, prevention, and awareness. In meeting this objective, we demand of ourselves the highest professional standards and dedication to our core values.*

#### Police Department's Core Values

Professionalism  
Respect  
Integrity  
Dedication  
Excellence

#### Web Sites

<https://www.vbgov.com/government/departments/police>

<http://www.crimesolvers.com>

#### Where To Contact Us:

**Office of Internal Affairs**  
Municipal Center, Building 11  
2509 Princess Anne Road  
Virginia Beach, VA 23456  
(757) 385-4145

**First Precinct**  
Municipal Center, Building 11  
2509 Princess Anne Road  
Virginia Beach, VA 23456  
(757) 385-4377

**Second Precinct**  
(Oceanfront area)  
820 Virginia Beach Boulevard  
Virginia Beach, VA 23451  
(757) 385-2700

**Third Precinct**  
(Bayside area)  
926 Independence Boulevard  
Virginia Beach, VA 23455  
(757) 385-2703

**Fourth Precinct**  
(Kempsville area)  
5152 Lobaugh Drive  
Virginia Beach, VA 23464  
(757) 385-2800

**Animal Care & Adoption Facility/  
Animal Control Enforcement**  
341 S. Birdneck Road  
Virginia Beach, VA 23451  
(757) 385-4444

**Investigative Division/Detective Bureau**  
Municipal Center, Building 11  
2509 Princess Anne Road  
Virginia Beach, VA 23456  
(757) 385-4101

**Special Operations**  
2667 Leroy Drive  
Virginia Beach, VA 23456  
(757) 385-4606

PD-166 (1219)

# Compliments or Complaints

How to Provide Comments  
about the Quality of Service  
Delivery by your Police  
Department



Virginia Beach  
Police Department

"Setting the Standard for Excellence"

## Foreword

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*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 any public agency, and community members' feelings about police services are evaluated through compliments, suggestions, and complaints.

This brochure outlines the basic information necessary for you to let the department know your opinion about the quality of service delivered by members of the Virginia Beach Police Department.



The police department is dedicated to creating a safer environment and providing responsive police service through a pro-active problem-solving partnership with the community.

Feedback from the citizens we serve, along with regular supervisory review, allows the police department to continue providing high quality service to the community.



## Recognition

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Our department recognizes employees for exemplary performance of their duties through the use of formal commendations. Department employees are eligible to receive written acknowledgment (letters of recognition), departmental awards, citywide awards, and community-sponsored awards.

Awards presented by the department include the Medal of Valor for gallantry; the Silver Cross for extraordinary bravery; the Medal of Merit; the Blue Star for members wounded, injured, or killed in the line of duty; the Life Saving Medal; and the Special Commendation Award for an act or achievement above that which is normally required or expected.

To compliment a department employee for service considered worthy of recognition, you may notify the department by calling or writing a letter to the command of the officer involved. All calls and letters of compliment will be brought to the attention of the officers and their commanders.

**For compliments or complaints,  
visit our website at:**

[http://www.vbgov.com/government/departments/  
police/profstanddiv/Pages/complaint-form.aspx](http://www.vbgov.com/government/departments/police/profstanddiv/Pages/complaint-form.aspx)

## Complaint Procedure

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If you believe a police department employee has acted improperly, you have the right to file a complaint against the employee. Complaints filed within one year of the alleged incident will be documented as a citizen complaint. Complaints filed a year or more after the alleged incident will be handled as an inquiry. Complaints can be made anonymously, in person, over the telephone, internet or in writing. It is the policy of the police department to accept and investigate all complaints made by citizens. The Office of Internal Affairs is responsible for conducting investigations of all complaints against department employees.

We also offer mediation, an informal process in which the complainant and accused employee meet face-to-face with the assistance of a neutral party mediator.

Completed investigations are forwarded to the appropriate command for review and recommendations. The entire investigative process can take up to 90 days in some cases. The final disposition of an investigation is subject to the approval of the Chief of Police. Once a complaint has been finalized, the citizen filing the complaint will be notified of the police department's findings in writing. Citizens, who are not satisfied with the findings, may contact the employee's supervisor and in some cases may request a review by the Virginia Beach Investigation Review Panel (IRP).

The IRP is a panel appointed by City Council. The IRP's purpose is to ensure investigations of police misconduct are complete and accurate. The panel has the authority to make recommendations to the City Manager. The panel is comprised of citizens of the City of Virginia Beach and are not City employees.

For further information, please contact the Office of Internal Affairs, Monday-Friday, 8am-5pm, at (757) 385-4145.