

LET US KNOW HOW WE ARE DOING

Commendations

Members of the Albemarle County Police Department make every effort to perform their duties in a competent, courteous, and professional manner. Frequently, many of our employees exceed the expectations of the public in the performance of their duties. If you have observed an employee performing in such an exemplary manner, we encourage you to let us know about it.

Matters of Concern Regarding Service Delivery

Sometimes a situation arises in which a citizen has a concern about the performance of an Albemarle County Police Department employee. When this happens, the process for filing a complaint or letting us know is very simple. Contact the Department or tell one of our employees that you wish to file a complaint. Your concerns will be heard by a supervisor and investigated.

All complaints are forwarded to the Office of Professional Standards for documentation and assignment. You will receive a letter acknowledging receipt of your complaint and the disposition of the investigation in a timely manner. Investigation of complaints against employees of the Department will be conducted with the strictest confidentiality, keeping in mind the rights, concerns, and privacy of all parties involved.

Citizens are encouraged to report legitimate concerns or complaints; however, the intentional filing of a false complaint could result in legal action against the complainant.

Contact Information

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