

Frequently Asked Questions

Formal Compliments and Complaints are the responsibility of the Loveland Police Department Professional Standards Unit. In this brochure you will find answers to some frequently asked questions.

Who can file a Compliment or Complaint?

Any person who feels they have information regarding notable or inappropriate conduct on the part of a Department employee may submit a compliment or complaint.

How do I submit a Compliment or Complaint?

All compliments and complaints, including those that are anonymous or third party, regarding the Department or its employees will be accepted from any source. The Department will accept a compliment or complaint in any way, manner, or form in which it is submitted;

however, you may be asked to complete a Loveland Police Department Compliment/Complaint Form in person or online at the Department's web address. You will be asked to provide a detailed description of the notable conduct or complaint to allow us to take your information to a logical conclusion.



Do I have to give my name?

The Department will accept anonymous compliments and complaints. However, it is difficult to fully acknowledge the employee or conduct a thorough investigation without sufficient information.

Who will I need to talk to?

If you come into the Loveland Police Department or contact us by phone, you will be directed to a Department supervisor. If you submit your compliment or complaint in writing through the website or the Department's Compliment/Complaint Form, you will be contacted by an assigned Department supervisor.

Why do I need to talk to a supervisor?

You will be contacted by a supervisor so that the Department has the information it needs to effectively recognize your compliment or investigate your complaint, to explain the investigation process should there be a need, and/or to answer any questions you may have.

Who investigates complaints?

All complaints are forwarded to the Professional Standards Unit. Depending upon the nature of the complaint, the Chief of Police will assign the investigation to the appropriate Department supervisor.

How long does the investigation take?

Department policy requires that once started, investigations are to be completed within 30 calendar days. Under certain circumstances (for example: if a witness is unavailable), the time period may be extended.

What will happen to my complaint?

You will be provided with contact information for the supervisor assigned to your complaint and periodically updated on its status. At the conclusion of the investigation, the supervisor investigating the complaint will provide you with a formal notification of the findings.

What will happen to my compliment?

All compliments are acknowledged by the department, a copy given to the employee, and submitted to the Department's awards committee.

What if I need more information?

If you need more information, please call the Department at (970)667-2151 and ask to speak to a supervisor or the Professional Standards Unit.

LOVELAND POLICE DEPARTMENT VALUES

WE VALUE THE LAW

We protect constitutional rights, apply the law fairly and consistently, and serve as examples to all.

WE VALUE THE PEOPLE WE SERVE AND EACH OTHER

We care about people and treat everyone with dignity and respect. We aid those who are endangered. We maintain a family-oriented work atmosphere emphasizing humor and joy, and attained through fairness, career development, and the development of self-esteem in all of our team members. We respect diverse viewpoints without sacrificing professionalism in our service.

WE VALUE ORGANIZATIONAL EXCELLENCE

We desire to be the best; therefore, we live our established values and hold ourselves to the highest standards. We are committed to training, established goals, and written standards in order to focus on quality service for the community. We are proactive problem solvers, who are objective, fair and discreet in the delivery of those services. We constantly examine our goals, ourselves and our results in order to continually improve our productivity in both effectiveness and efficiency. We are a positive policing force; analytical, flexible and innovative.

We will become recognized leaders in service delivery, administrative ability and human concern. We take pride in our work and strive for professionalism in promoting public safety and order.

WE VALUE COMMUNICATION

We work hard to educate our community about police procedures and the law. We keep lines of communication open within the department and community.

WE VALUE OUR PUBLIC IMAGE

We are community role models in integrity and performance by being visible, as well as caring, effective problem solvers. We hold sacred our community's confidence and trust and are inspired to maintain that honor.



Compliments and Complaints Brochure

Loveland Police Department Mission Statement

The Loveland Police Department exists for the purpose of providing an enhanced level of safety in the community, protecting the rights guaranteed to all people by the Constitution and improving the quality of life of each citizen.

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