

Frequently Asked Questions

How do I submit comments regarding the quality of service delivered by the Police Department?

You may file your compliment or complaint in person, via phone, fax, mail, e-mail, or by contacting any police supervisor.

How long does the process take?

There is no time limit. For example, an internal investigation of a complaint is a lengthy process that involves numerous reviews by the department command staff, supervisors and sometimes, outside agencies.

What happens to the employee if my complaint is substantiated?

Unless there is criminal conduct involved, an employee is normally subjected to administrative disciplinary action.

City of Chesapeake Core Values

Accountability

The capability to explain and be answerable for decisions and actions taken by self and/or subordinates.

Responsibility

Being capable of making rational decisions on one's own, therefore, being answerable for one's behavior.

Diversity

Embracing difference, variety or multiformity of the workforce.

Decisiveness

Making decisions that are firm and beyond doubt, leading to conclusiveness.

Leadership

Directing the performance of others in the organization and showing the way.

It is the policy of the Chesapeake Police Department to investigate all allegations of misconduct against any member of the Department. Disciplinary actions, when warranted, are reviewed by the City Attorney and/or the Department of Human Resources.

Our complaint process complies with Virginia State Code 9.1-600.

Understanding And Filing a Complaint Or Compliment



Chesapeake Police Department
Ethics & Conduct Unit
304 Albemarle Drive
Chesapeake, Virginia 23322

(757) 382-6422
fax: (757) 382-8461

Email:

cpdethicsandconduct@cityofchesapeake.net

A Message from the Chief

The Chesapeake Police Department is committed to providing exceptional police service to our community. Citizen input is essential for us to succeed in this goal. As your Chief, I welcome community input and encourage you to contact us with any questions, compliments, or concerns you may have about your interactions with members of our Department. If you would like additional information, please feel free to contact the Ethics and Conduct Unit listed on the front of this pamphlet.



Colonel M. G. Solesky
Chief of Police

How to Comment on the Quality of Our Service Delivery

You can share your comments in person, by telephone, fax, mail or e-mail. You can also contact any Police Department supervisor at (757) 382-6161, or by calling or visiting your nearest police precinct.

The staff of the Ethics & Conduct Unit will assist with questions regarding this process. Their office is located in the municipal complex at Police Headquarters, 304 Albemarle Drive, telephone (757) 382-6422.

The Complaint Procedure

Should you choose to file a complaint, you will be asked for relevant details, including name, location and time. The complaint will be documented and an investigation initiated. While anonymous complaints are accepted, final disposition of the complaint outcome can only be made to those who identify themselves. The assigned investigator will interview concerned parties and witnesses to gather all necessary information.

All complaints are taken seriously, but not all allegations constitute misconduct. Less serious violations will be evaluated to determine if a violation of police policy and/or procedures occurred.

A Disciplinary Review Board will review the completed investigation and make a recommendation to the Chief of Police based upon the available facts.

Disposition

You will be notified via mail on the results of the investigation, which will be one of the following:

- Substantiated – evidence found within the investigation supports the allegations
- Exonerated – the employee is not guilty of the allegation
- Unsubstantiated – there is insufficient evidence to support a substantiated finding
- Unfounded – allegations are proven to be false or have no basis in fact

For legal and privacy reasons, disciplinary action cannot be released. Actions may include a verbal or written reprimand, suspension, demotion or termination from employment.

Police Precincts

First Precinct
304 Albemarle Drive
(757) 382-6556

Second Precinct
1209 20th Street
(757) 382-1500

Third Precinct
949 N. George Washington Hwy
(757) 382-1450

Fourth Precinct
4764 Station House Rd
(757) 382-3500

Fifth Precinct
400 Volvo Pkwy
(757) 382-1499

Sixth Precinct
3444 S. Battlefield Blvd.
(757) 382-3527