

**ANCHORAGE  
POLICE  
DEPARTMENT**

**INTERNAL  
INVESTIGATIONS**



**COMMENDATION,  
SUGGESTION AND**

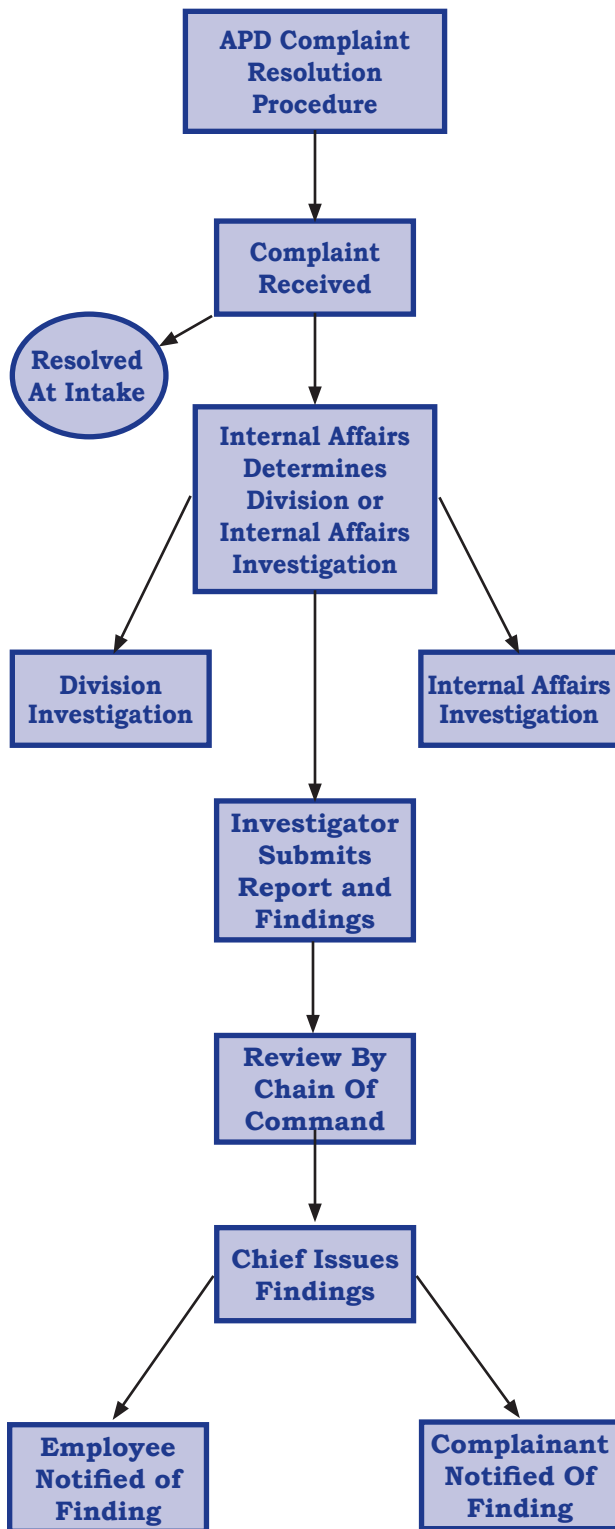
**COMPLAINT RESOLUTION  
PROCEDURE**



**TO REGISTER A  
COMMENDATION,  
SUGGESTION, OR  
COMPLAINT  
PLEASE CONTACT:**

**Anchorage Police Department  
4501 Elmore Road  
Anchorage, AK 99506  
Phone: (907) 786-8500**

24 hours a day  
\*Request to speak with a supervisor\*



## WHY YOUR INPUT IS IMPORTANT TO US

We want the standards of the Anchorage Police Department (APD) to be among the highest in the nation.

Our community prospers when you support these standards through your commendations, recommendations and questions. We value your participation.

### HOW TO GIVE A COMMENDATION

If you wish to commend an employee, it's best to contact that employee's supervisor as soon after the event as possible.

**You may call:**

**786-8500**

**24 hours a day**

**\*Request to speak with a supervisor \***

APD welcomes commendations for police personnel who admirably perform their duties.

When a commendation is received, the employee will immediately be advised of your appreciation and it will be permanently recorded in the employee's personnel file.

Depending on the situation, the employee may be considered for other department or community awards for recognition. At a minimum, the employee is made aware of your appreciation.

### COMPLAINT PROCEDURE

APD recognizes that from time to time a citizen will have cause to make a complaint concerning:

- (1) an officer's conduct;
- (2) a Department operational procedure or policy

The Department respects the right of each citizen to register a complaint in a timely manner.

## WHO MAY REGISTER A COMPLAINT?

Any individual has the right to initiate/register a complaint against a police officer, civilian employee; Department policy or an operational procedure or policy.

### WHERE CAN A COMPLAINT BE REGISTERED?

**APD Headquarters  
4501 Elmore, Rd  
Or Call 786-8500**

*24 hours a day*

*\* Request to speak with a supervisor \**

Upon completion by the interviewing officer, complaints made in person may be reviewed and corrected by the complainant. A copy of the completed form will be given to the complainant.

Complaints received over the telephone or by mail will be processed in accordance with Department procedures.

All complaints should contain as much pertinent information as possible (ie. officer's name, badge number, witness(es) name(s) and address(es); telephone number(s); time of occurrence; location of incident, etc.).

### INVESTIGATIVE PROCESS

All complaints received at the Anchorage Police Department are directed to the Internal Affairs Office (IA). IA determines which complaints will be handled at the Division level.

## INTERNAL AFFAIRS INVESTIGATIONS ARE HANDLED CONFIDENTIALLY

IA investigator(s) handling an investigation may use any combination of the following during the investigative process:

- Police Reports
- Interviews with Officers, Complainants, & Witnesses
- Reviews of medical records and or court documents
- Reports submitted by other Governmental Agencies

Our goal is to process all complaint's registered within a ninety (90) day time period. However some situations may require more time to properly process a thorough investigation. When such situations arise; the complainant will be notified by the Internal Affairs Division.

### WE VALUE YOUR SUGGESTIONS

You can also use our Commendation & Complaint form to make a suggestion on how we can improve the processes of how we provide service to you our community.

**A COPY OF OUR FORM IS ALSO AVAILABLE ONLINE**



Service since  
1921

**[www.muni.org/departments/police](http://www.muni.org/departments/police)**