

The Omaha Police Department is dedicated to providing the best possible service to the citizens of Omaha. Our employees strive to make your contact with the Department as professional, courteous and informative as possible. If an Omaha Police Department employee has presented his/herself in an exemplary manner, you may call the Department and recommend that he/she be commended for their service. On the other hand, if you have an unpleasant or unprofessional experience with an Omaha Police Department employee, you may choose to file a complaint with the Department.

This public service brochure is designed to provide you with information about the process for commending a Police Department employee or for registering a legitimate complaint against a Police Department employee.

COMMENDING AN EMPLOYEE

If you wish to thank a police employee for a job well done, you may call, write or e-mail (www.opd.ci.omaha.ne.us) the Police Department during regular business hours and ask to speak with a supervisor within the division the employee works.

This type of acknowledgement is greatly appreciated by the Omaha Police Department and you can be assured that we will continue to serve the community in the most courteous and professional manner.

FILING A COMPLAINT

The Omaha Police Department has a procedure available for citizens who wish to make a complaint.

The Internal Affairs Unit reports directly to the Chief of Police and is responsible for the handling of complaints against police employees.

You can begin the complaint process by:

- Contacting the Front Desk Sergeant at Central Station, 15th & Howard, which is open 24 hours a day.
- Contacting the Mayor's Action Office in the Civic Center, 1819 Farnam St., Monday through Friday, 8:00 a.m. to 6:00 p.m., except holidays.
- Obtaining a complaint form at any branch of the Omaha Public Library and following the listed directions.
- Obtaining a complaint form from a Police Precinct.
Southeast Precinct – 25th & Vinton
Northeast Precinct – 30th & Taylor St.
Northwest Precinct – 10245 Weisman
Southwest Precinct – 9864 "M" Plaza
- Download a complaint form from our website – www.opd.ci.omaha.ne.us

WHAT HAPPENS NEXT?

Upon completion of the complaint form, you must then telephone the Internal Affairs Unit at 444-5629, between the hours of 7:30 a.m. and 4:00 p.m., Monday through Friday.

An Internal Affairs investigator will schedule an interview with you to record the particulars of your complaint. Once the complaint has been formalized and you have been interviewed, all of your allegations will be investigated. You will be asked to sign the form in the presence of the Internal Affairs investigator.

For a thorough investigation to be completed, your full cooperation is necessary. Although the incident in which you were involved may provoke strong feelings, keeping as calm as possible and providing only the facts will be most beneficial.

Often, people who have been arrested believe that they are not guilty of the charge and want to complain against the officer. Guilt or innocence, as well as the legality of the arrest, is a matter for the courts. The police complaint process will be used only when claims of employee misconduct or violations of police policy are made.

Depending on the seriousness of the allegation(s) against the employee, it will be investigated by either an Internal Affairs investigator or the involved employee's immediate supervisor. The investigation will be thoroughly reviewed to determine if the employee's actions violated any Police Department policies and procedures.

Once the investigation is complete, you will be sent a **certified letter** outlining the disposition of your complaint.

If the complaint is **sustained** (proven true), the employee will receive the appropriate training or disciplinary action. These actions are counseling, written reprimand, suspension, demotion or termination.

If your complaint is not supported by sufficient evidence, the complaint will be **not sustained**. If the complaint is proven false or not factual, the disposition will be **unfounded**. If the incident occurred but the actions of the employee are deemed lawful and proper according to department policy, then the disposition will be **exonerated**.

The investigators of the Internal Affairs Unit sometimes request that the individuals involved in a complaint take a polygraph test. This test is used as a tool, which allows the investigator to more effectively conduct a thorough investigation. You may be asked to take a polygraph exam. The Chief of Police may also request that the officer take this same test.

IMPORTANT PHONE NUMBERS

Main Number.....444-5600
Internal Affairs.....444-5629
Northeast Precinct Captain 444-5648
Southeast Precinct Captain 444-3753
Northwest Precinct Captain 444-5655
Southwest Precinct Captain 444-5003
Criminal Investigations.....444-5652
Community Resource Center ..444-3480

Omaha Police Department



Guidelines For Commending Employees And Filing Citizen Complaints