



COMMUNITY COMPLAINT AND COMMENDATION PROCEDURE

Are We Meeting Your Expectations?



NORTH LAS VEGAS POLICE DEPARTMENT

1301 East Lake Mead Blvd.
North Las Vegas, Nevada 89030

Not just any North Las Vegas police employee can assist in making a complaint. Complaints must start with the right person. Complaints may be made AT ANYTIME . . .

In Writing by Mail to: **North Las Vegas Police Department**
Single Public Safety Building
1301 E. Lake Mead Boulevard
North Las Vegas, Nevada 89030
Attn: Internal Affairs

In Person or by Phone to: **Any Shift Commander or Supervisor**
North Las Vegas Police Department
Single Public Safety Building
1301 E. Lake Mead Boulevard
North Las Vegas, Nevada 89030
(702) 633-9111

HERE'S WHAT HAPPENS AFTER YOU FILE YOUR COMPLAINT

- The complainant will be provided a Complainant Receipt acknowledging that a complaint has been filed against a member of the Department.
- All complaints are processed by Internal Affairs; however, some minor complaints may be referred to other Division Commanders or supervisory employees for investigation.
- All complainants, witnesses and employees involved in the incident may be interviewed.
- Upon the completion of a fair, impartial and thorough formal investigation, the investigator prepares a complete report of the complaint investigation. This along with all other related documents are submitted to the Chief of Police/or his designee for review.
- If the investigation determines the complaint to be SUSTAINED, appropriate disciplinary action will be taken against the employee involved, as directed by the Chief of Police/or his designee.
- Upon completion of the investigation, the complainant will be notified in writing of the disposition of the complaint.

EACH ALLEGATION IN A COMPLAINT

May be classified into one of the following categories upon completion of the investigation:

SUSTAINED

The investigation disclosed sufficient evidence to clearly prove some or all of the allegations made in the complaint.

NOT SUSTAINED

The investigation failed to discover sufficient evidence to clearly prove or disprove the allegations made, or the complainant refused to cooperate with the investigator.

EXONERATED

The alleged act or acts did occur but were justified, lawful and proper.

UNFOUNDED

The investigation revealed that the act or acts did not occur or did not involve Department employees.

MISCONDUCT NOT BASED ON ORIGINAL COMPLAINT

The investigation discovers other sustained act(s) of misconduct which were not a part of the original complaint.

POLICY/PROCEDURE FAILURE

The investigation indicates that the act(s) did occur and that the complainant has a legitimate grievance; however, the employee's actions were within existing Department policy and/or procedures.

EMPLOYEE COMMENDATION

Additionally, we also want to know when our employees perform their duties in an outstanding manner. The North Las Vegas Police Department would like to hear from community members who have received exceptional service from a North Las Vegas Police Department employee.

Dear Community Member:

North Las Vegas Police Department employees, in our commitment to excellence, care about the image we project to the community. We recognize your trust in our responsibility to maintain the integrity of the Department. In part, this is accomplished by ensuring that every complaint of officer or employee misconduct is promptly and fairly investigated by way of a comprehensive internal investigation process.

You have a right to expect efficient and impartial treatment by law enforcement personnel. To this end, misconduct by police personnel will not be tolerated. Once identified, professional misconduct at any level must be properly resolved and appropriate disciplinary action taken.

We believe that the community complaint procedure, as described in this pamphlet, is an effective tool as part of our accountability to the communities we serve. The procedures outlined in this pamphlet do not replace any other legal action you may wish to pursue. You may also wish to contact any of the following to report North Las Vegas Police Department misconduct.

Chief of Police	(702) 633-1812
North Las Vegas City Manager	(702) 633-1002
Clark County District Attorney's Office	(702) 455-4711
Federal Bureau of Investigation (FBI)	(702) 385-1281

In closing I wish to thank the members of this community for their assistance in holding the North Las Vegas Police Department accountable for our actions and for taking the time to keep us informed on the quality of service received. Please use the enclosed form for this purpose.

Mark S. Paresi, Chief of Police

ADDITIONAL REFERRALS

Emergency Police	911
Non-Emergency Police	633-9111
Animal Control	633-1750
Chaplains	633-2104
Civil ID. (Work cards)	633-1807
Community Services	633-1808
Crossing Guard Coordinator	633-1666
Detective Bureau	633-1773
Evidence Vault	633-1803
Narcotics	633-1793
Professional Standards	633-1809
Records	633-1719
Recruitment	633-1862
Traffic	633-1740
Training	633-1832
Victim/Witness	633-1751

INSTRUCTIONS

- If you would like to file a complaint against a North Las Vegas Police Department (NLVPD) employee or commend a NLVPD employee, please write legibly and fill out this form. Personal information will not be disclosed to the public, unless required by law.
- You can submit this form by mailing or by dropping it off at the North Las Vegas Police Department at the address given in the red box.

I wish to file a (please check one): Complaint Commendation Attachments: Yes No (i.e. Statements, Medical Reports.)

Are you filing this information on behalf of someone else? Yes No

If yes, please complete this section. If no, please proceed to next section.

Name of Person completing form on behalf of complainant:

Name: _____ Race (optional): _____
 Address: _____ City: _____ State: _____ Zip Code: _____
 Home Phone: () _____ Work phone: () _____ Ext. _____ Cell Phone: () _____
 Beeper Pager () _____ Other Phone: () _____

Information on Complainant:

Name: _____ Date of birth: _____ Sex: _____ Race (optional): _____
 Address: _____ City: _____ State: _____ Zip Code: _____
 Home Phone: () _____ Work phone: () _____ Ext. _____ Cell Phone: () _____
 Beeper Pager () _____ Other Phone: () _____

Other Contact Person (O.C.P.) in event complainant can't be reached:

Name: _____ Race (optional): _____
 Address: _____ City: _____ State: _____ Zip Code: _____
 Home Phone: () _____ Work phone: () _____ Ext. _____ Cell Phone: () _____
 Beeper Pager () _____ Other Phone: () _____

1. Name of employee involved: _____ Assignment: _____
Position/Title: _____ If Name/Assignment/Position/Title are unknown provide physical description:

Days/Hours employee works: _____ Name of Supervisor, if known: _____

2. Name of employee involved: _____ Assignment: _____
Position/Title: _____ If Name/Assignment/Position/Title are unknown provide physical description:

Days/Hours employee works: _____ Name of Supervisor, if known: _____

3. Name of employee involved: _____ Assignment: _____
Position/Title: _____ If Name/Assignment/Position/Title are unknown provide physical description:

Days/Hours employee works: _____ Name of Supervisor, if known: _____

Information about the incident:

Allegation(s) - (Describe in general terms without reference to Department Orders): _____

Case Number if known: _____

Location or Address of Incident: _____ Date of incident: _____ Time: _____ AM/PM

Witness Name: _____ Phone: () _____

Witness Address: _____

Narrative: Briefly describe what happened (attach additional sheets if necessary): _____

If you are filing a complaint:

How would you like to see the complaint resolved? _____

Was someone arrested? Yes No Name of person(s) arrested: _____

Signature of Complainant _____

Signature of Supervisor Taking Complaint _____