

## Compliments or Complaints

The Taneytown Police Department is committed to providing services that are fair, impartial, and effective while holding employees to the highest standards of efficiency, morality, and professionalism. We are responsible and accountable to each other as well as the public we serve. We believe in the concept of continuous improvement in our endeavors, always striving to the best we can be.

It is the policy of the Taneytown Police Department to provide citizens with a fair and effective process for addressing their complaints and/or concerns. Citizens are encouraged to commend employees when they are appreciative of their service and are equally encouraged to file a complaint regarding their performance.

Citizens may make complaints in person at the Taneytown Police Department, 120 East Baltimore Street, Taneytown, MD, via telephone (410) 751-1150, or via email to Major Robert Mitchell ([rmitchell@taneytown.org](mailto:rmitchell@taneytown.org)).

Citizens making complaints shall be required to provide a name, mailing address, and phone number or email if they wish to receive notifications. Citizens can expect an initial response to their complaint within 72 hours.

Citizens can expect to be advised of the outcome of the complaint upon disposition, including any discipline imposed in accordance with established confidentiality policies and any applicable laws.