

Your Feedback Makes Us Better!

We strive for excellence in our service to our citizens. At every point of contact with our staff members, we expect you to have a courteous, professional staff member willing to assist you.

We aren't perfect, but we always strive for daily improvement. And we need your help. Please let us know how we are doing so we can improve our citizen service, one contact at a time.



From our Call Takers to our Officers, we want to offer the best possible service .



SUFFOLK POLICE DEPARTMENT

111 Henley Place
P. O. Box 1678
Suffolk , VA. 23439-1678

Phone: Monday through Friday
8:30am to 4:30pm
Call 757-514-7906
After hours call:
757-923-2350
Fax: 757-514-4228

Tell Us How We Are Doing

SUFFOLK POLICE DEPARTMENT

Law Enforcement Excellence and Public Service
Through Partnership with Our Community



Suffolk
VIRGINIA
It's a good time to be in Suffolk

Help Us Improve Our Service to Our Community

The Suffolk Police Department knows how important it is for the community to have confidence in their law enforcement agency. Members of the Suffolk Police Department are trained to the highest professional standards and are expected to execute their duties in a professional, courteous, and unbiased manner with all due regard for the laws they are sworn to uphold.

If you have a question or concern about the service you receive from one of our staff members, we encourage you to let us know. Your feedback is critical to our success. If you see or hear something that appears inappropriate, we want to know about it.



Chief T. E. Bennett

There are several ways you can make us aware of your comments or concerns and they are outlined in this brochure. Again, we welcome your questions and comments because they make us better.

Thomas E. Bennett, Chief of Police

Making a Complaint

In order to ensure that our public has sufficient avenues to reach us, you can make a complaint in any of the following ways:

1. Come to any department facility and tell them you wish to make a complaint.
2. Call any department facility and tell them you wish to make a complaint.
3. Call our Emergency Communications Center at the non-emergency number 757-923-2350 and tell them you wish to make a complaint.
4. Write a letter detailing your complaint and send it to the address located in this brochure.
5. Call the Professional Standards Division at 757-514-7906.
6. Complete the electronic complaint form and hit submit and your complaint will be sent to the Professional Standards Division for review and assignment.

Once your complaint has been noted, it will be investigated. Most likely, you will be

contacted to answer additional questions about your complaint. If the investigation will take more than 30 days, you will receive a letter informing you of this. Once the investigation is complete you will receive a letter noting the outcome of the investigation.

Giving a Compliment or Asking a Question

You may also wish to just give a compliment, make a comment, or ask a question about what you observed. You can feel free to do that in the same manner as previously noted. Sometimes a simple explanation of our actions is sufficient to resolve the concerns of our citizens.

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