

The members of the Lauderhill Police Department continually strive to provide a high quality, personalized delivery of police services. On occasion, citizens have complaints about the level or quality of service received or have more serious complaints about how they were treated.

All citizen complaints are taken very seriously and your complaint or concern will be given a thorough review. As a citizen, you have many options in order for your complaint to be addressed: You may come to the Lauderhill Police Department and speak with a supervisor. The supervisor will listen to your complaint and take the appropriate actions, documenting as necessary on a *Complaint Control Form*. Should you not wish to talk with a supervisor, you may complete the *Citizen Complaint Form* on the inside of this pamphlet and mail or fax it in when it is completed. You may also submit a complaint, or access another copy of this form, over the Department's website, www.lauderhillpolice.org, or you may contact Professional Standards directly at (954) 730-4216.

When completing this form, please be as specific and thorough as possible. The more details you provide, the sooner your issue may be investigated and resolved.

Once the form is completed, you may drop it off at the Lauderhill Police Department or simply mail it to Chief Kenneth Pachnek. After the form is received at the agency, it will be reviewed and assigned by the Chief for investigation.

If you have any questions, please call the Lauderhill Police Department's Professional Standards Unit at (954) 730-4216.



Values:

Professionalism

Respect

Integrity

Dedication

Excellence

Lauderhill Police Department

Kenneth W. Pachnek
Chief of Police



Citizen Complaint Procedures

Lauderhill Police Department

6279 West Oakland Park Boulevard
Lauderhill, FL 33313
www.lauderhillpolice.org

Kenneth W. Pachnek
Chief of Police

Phone: (954) 497-4700
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