

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 us as professional, courteous and informative as possible. If an Omaha Police Department employee has presented his/herself in an exemplary manner, we'd like to know about it. You may contact 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 employee, you may choose to file a complaint.

This public service brochure is designed to provide you with information about the process for commending an employee, or filing a complaint against an employee.

COMMENDING AN EMPLOYEE

If you wish to thank a police employee for a job well done, you may call during regular business hours and ask to speak with a supervisor within the division the employee works. You may also write or e-mail (<https://police.cityofomaha.org/>).

We appreciate the acknowledgement, and you can be assured that we will continue to serve the community in a courteous and professional manner.

FILING 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 may begin the complaint process by obtaining a complaint form at one of the following locations:

- Front desk area at Police Headquarters, 15th & Howard, open 24 hours a day/seven days a week.
- Omaha Police Precincts:
Southeast Precinct – 25th & Vinton
Northeast Precinct – 30th & Taylor St.
Northwest Precinct – 10245 Weisman
Southwest Precinct – 9864 “M” Plaza
- Mayor’s Action Office in the Omaha Civic Center, 1819 Farnam St., Monday through Friday, 8:00 a.m. to 6:00 p.m., except holidays.
- Any branch of the Omaha Public Library.
- Download a complaint form from our website – <https://police.cityofomaha.org/>

WHAT HAPPENS NEXT?

Upon completion of the complaint form, you must then telephone the Internal Affairs Unit at 402-444-5629, between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday.

An Internal Affairs investigator will be assigned to investigate your complaint and will contact you to schedule an appointment to formalize and record your complaint. You will be asked to sign the complaint form in the presence of the investigator.

Your full cooperation is necessary in order for a thorough investigation to be completed. Although the incident in which you were involved may provoke strong feelings, it is important and beneficial that you keep as calm as possible and provide only the facts.

Often, people who have been arrested believe that they are not guilty of the charge and for this reason want to complain. Guilt or innocence, as well as the legality of the arrest, will be decided by the courts. This complaint process will be used only for claims of employee misconduct or violations of police policy.

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 appropriate training or disciplinary action. The employee could receive a counseling, a reprimand, a suspension, a demotion or a termination. If disciplinary action is warranted, you will be advised; however, you will not know what form of discipline the employee received.

If your complaint is not supported by sufficient evidence, the disposition 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, 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 request that the officer take this same test.

IMPORTANT PHONE NUMBERS

Main Number.....402-444-5600
Internal Affairs.....402-444-5629
Northeast Precinct Captain..... 402-444-5648
Southeast Precinct Captain402-444-3753
Northwest Precinct Captain ...402-444-5655
Southwest Precinct Captain ...402-444-5003
Criminal Investigations.....402-444-5652
Community Resource Center ..402-444-3480

Omaha Police Department

“To Serve and Protect”



Guidelines For Commending Employees And Filing Citizen Complaints