



## MISSOULA POLICE DEPARTMENT POLICY MANUAL

<i>Subject:</i> <b>COMPLIMENTS</b>		
<i>Effective Date:</i> <b>4/25/2018</b>	<i>Original Date:</i>	<i>Next Review:</i> <b>4/25/2021</b>
<i>Chapter</i> <b>3</b>	<i>Policy #</i> <b>3.60</b>	<i>Distribution:</i>
<i>References:</i>		

### I. Purpose

The purpose of this policy is to provide a means to efficiently receive and document all compliments directed towards individual (officers and civilian) employees and the organization as an entity.

### II. Policy

The Missoula Police Department values citizen's feedback. The Missoula Police Department receives many compliments. Compliments are directed towards individual employees and the organization. This policy will detail how compliments will be received, documented, filed and used to demonstrate the professionalism of the individuals and organization.

### III. Procedures

#### A. Receipt of Compliments

Compliments on individual or organizational performance are made known to the MPD in many ways. Through written communication, phone conversations, or personal contact; members of the community, other City Departments, and other law enforcement agencies acknowledge the positive work of Department employees. When a compliment is received by someone other than the Chief or a Division Captain, the receiver of the compliment will, in writing, summarize the compliment and forward it to their respective Division Captain.

Individual employees who are the subject of a compliment will be notified of the compliment. If the compliment was received in writing, the employee will be given a copy of the compliment. If the compliment was received verbally, the compliment will be summarized in writing and a copy provided to the employee. As in receipt of compliments, the dissemination of the compliments will follow the chain of command.

#### B. Format

The standard Department MEMO will be used to summarize compliments.

#### C. Filing of Compliments

Original copies of all written compliments and summations of compliments received verbally will be forwarded to the respective employee's personnel file.

The Department will also maintain a Compliment File assembled quarterly. The Missoula Police Commission will review the compliments received quarterly with the Commission's quarterly review of complaints. (See separate policy, titled: POLICE COMMISSION REVIEW OF COMPLIMENTS AND COMPLAINTS).

It is the responsibility of all Missoula Police Department employees, particularly Supervisors and Command Officers, to ensure compliments are properly documented, disseminated and filed.