

**Public
Advisory**
304.3

Compliment or Complaint?

How to Comment on the Performance
of a Member of the
Nassau County Police Department

The Nassau County Police Department is committed to providing the highest quality of service to the residents of Nassau County.

We recognize the importance of treating everyone with fairness and respect. We are dedicated to protecting the rights of all people and working in partnership with the community we serve. We like to know when you believe that we have done a good job, but we need to know when you believe that you have not been treated in a manner consistent with our high standards.

Inside this brochure is information on how to compliment or make a complaint regarding a member of the Nassau County Police Department.

Laura Curran
County Executive

Patrick J. Ryder
Commissioner of Police

This "Public Advisory" is a publication of the Nassau County Police Department.



Complimenting a Member

Your Nassau County Police Department is proud of our tradition of excellent service and wants to hear about our good work.

In Person: Visit any police facility and ask to speak to a supervisor.

By Mail: Send correspondence to Office of Commissioner of Police, Nassau County Police Department, 1490 Franklin Avenue, Mineola, NY 11501

By Phone: Call the Office of Community Affairs at 516-573-7360

By Email: Visit www.pdcn.org, click on "Compliments and Complaints" at the top right of the homepage to fill out the form. Or click on the "E-Services" tab, and then click "Compliments and Complaints" to fill out the form.

Compliment Process: Your comments will be read by the Office of Commissioner of Police. You will receive an acknowledgement within two weeks of its receipt.

Making a Complaint Regarding a Member

Your Police Department is committed to investigating all complaints.

In Person: Visit any police facility and ask to speak to a supervisor.

By Mail: Send correspondence to the Internal Affairs Unit, Nassau County Police Department, 1490 Franklin Avenue, Mineola, NY 11501

By Phone: Call 516-573-8800 and ask to be connected to the Desk Officer where the incident occurred. Listed below are other phone numbers where a complaint can be lodged regarding a member of the department:

NC Police Internal Affairs Unit: 516-573-7120

NC District Attorney's Office, Special Investigations : 516-571-2100

NYS Attorney General, Civil Rights Division: 1-800-771-7755

By Email: Visit www.pdcn.org, click on "Compliments and Complaints" at the top right of the homepage to fill out the form. Or click on the "E-Services" tab, and then click "Compliments and Complaints" to fill out the form. You will receive an acknowledgement and a supervisor will contact you for any additional information needed.

Complaint Process: A supervisor will register your complaint and complete a Civilian Complaint Report. You will receive a Civilian Complaint number. Within three business days from the filing of the complaint, you will receive an acknowledgement from an investigating supervisor. Upon completion of the investigation, you will be notified of the results.

If you have not been contacted or if you need additional information, please call the Internal Affairs Unit at 516-573-7120. Have your Civilian Complaint Report number ready.