

## REPORTING EXTRAORDINARY ACTS AND/OR SERVICE

*The Port Huron Police Department encourages citizens to report extraordinary and meritorious acts of valor performed by both city employees and citizens.*

### Who can report?

*Any citizen who witnesses an act of valor or services above and beyond the call of duty.*

### How to report:

*Citizens can contact the Port Huron Police Department and request to speak with the duty supervisor. Report all pertinent information regarding the incident.*

### The awards procedure:

*The received report will be documented by the duty supervisor and forwarded to the bureau Captain. The report is then reviewed by the Awards Board of Review and a recommendation is made to the Chief of Police.*

*Each year, the Port Huron Police Department will host an awards ceremony to recognize those individuals receiving awards.*

## OUR MISSION STATEMENT

*“The Port Huron Police Department will respond to community needs through a combined strategy of preventative, proactive, and reactive policing programs, using the concept of a total integrated team effort by all employees, the whole of which will be supported by progressive, participatory management environment.”*



Chief of Police  
Joseph A. Platzer

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CITY OF PORT HURON  
POLICE DEPARTMENT

A guide to the citizen  
commendation and  
complaint procedure

## PORT HURON POLICE DEPARTMENT

The Port Huron Police Department continuously strives to improve the quality of police services provided to the citizens of Port Huron. A positive relationship between the police and the citizens they serve facilitates good police-citizen cooperation, which is vital to the Department's ability to achieve its goals.

It is the policy of the Port Huron Police Department to publicly recognize and reward extraordinary, exceptionally meritorious or conspicuously outstanding acts of valor. In addition, the Police Department must receive and investigate all complaints about employee conduct or department directives.

The Port Huron Police Department views all citizen complaints against its employees very seriously and will investigate all complaints about the conduct of its employees from any citizen. Following a thorough and impartial examination of the available factual information, a disposition will be determined. If misconduct is determined to have occurred counseling, training or discipline consistent with the circumstances will be administered.

## REPORTING EMPLOYEE MISCONDUCT

### ***When to file a complaint:***

If you witness behavior by any department employee which is contrary to department policy, is violation of city, state or federal law, involves the excessive use of force or involves discourteous or abusive treatment.

### ***How to file a complaint:***

Contact the Port Huron Police Department by phone, mail or in person.

Telephone: 810-984-2378

Fax: 810-987-9860

Email: [phpdadmincontact@porthuron.org](mailto:phpdadmincontact@porthuron.org)

### ***What is the complaint procedure?***

The supervisor receiving the complaint will document the information and forward a copy to the Chief's office. Simultaneously, the supervisor of the employee involved will conduct a thorough investigation into the allegations(s). The completed report is then forwarded to the bureau Captain for review. The person filing the complaint will be updated on the status of the complaint every 30 days.

### ***What if I disagree with the outcome?***

You may appeal the decision to the Chief of Police by calling (810) 984-9710.

Further appeal may be made to the City Manager at (810) 984-9740.

Complaints of civil rights violations appeals can be addressed through the Michigan Civil Rights Commission either online or by calling (800) 482-3604

## COMPLAINT DISPOSITIONS

A conclusion will be determined for all complaints, utilizing the following categories:

**Commended** – Employee's actions are worthy of a commendation.

**Inconclusive** – The alleged act could not be clearly proved or disproved.

**Improper Conduct** – The allegation is sustained. The behavior does not conform to prevailing standards.

**Marginal Conduct** – The alleged act occurred but does not constitute improper conduct. Improved performance can be accomplished by counseling or training.

**Proper Conduct** – The alleged act occurred but was justified, legal and proper.

**Policy Infraction** – The allegation is not sustained; however, other policy infraction(s) were identified.

**Unfounded** – The alleged act did not occur.

*The City of Port Huron Police Department Personnel Complaint form is an official police document. Every effort should be made to ensure that complaints are factual. Do not use this process to embellish your position or make false statements. The department views these complaints as it does other official documents. Knowingly filing a false police report is a crime.*