

Bellefontaine Neighbors Police Department
9641 Bellefontaine Road
Bellefontaine Neighbors, MO 63137-1818
Office: (314) 867-0080
Fax: 314 / 867-0214
Email: bnpdfedback@cityofbn.com



We need your feedback!

The Bellefontaine Neighbors Police Department prides itself on providing high quality police services that are driven by community input. We welcome all types of feedback, including comments, complaints, and compliments. For information to be acted upon in a timely and appropriate manner, we ask that you be as clear, concise, and specific as possible when providing us information. Furthermore, we accept all information any time it is presented to us, even when you wish to remain anonymous.

General Complaints: General complaints include matters that you feel require police department intervention, such as issues in your neighborhood. These types of complaints are meant to make notification to your police department so that we can engage you and help you resolve your problem through the most effective means possible.

Police Service Complaints: Police service complaints consist of issues that involve the appearance of police action or inaction where an expected level of service was not met with your satisfaction. This would include complaints regarding police department practices or specific employees of your police department. A large part of responsible policing involves that we act in a manner that is consistent with our values as a police department and behaviors representative of community expectations. To maintain a strong bond of trust between the community and your police department, we encourage everyone to share with us information that resembles performance that counters those ideals.

General and police service complaints gives you the opportunity to shape the image and activities of your police department as the quality of your police service is important to us.

Bellefontaine Neighbors Police Department



Our Service Promise to You

The Bellefontaine Neighbors Police Department is committed to public service excellence:

- By enforcing the law, assuring the peace, protecting life and property, and maintaining the quality of life in the City of Bellefontaine Neighbors.
- By respecting the Constitutional rights and the dignity of all individuals and carrying out our charge in a fair, impartial and unbiased manner.
- By maintaining the integrity and professional image of the Bellefontaine Neighbors Police Department and the City of Bellefontaine Neighbors.
- By establishing community partnerships among our residents, businesses, elected officials, and other City departments.

It is our dedication to, and continual pursuit of this mission that allows us to realize an organization founded in excellence.

To register a general or police service complaint,
contact the Bellefontaine Neighbors Police Department.

ATTENTION: COMMUNITY RESOURCES
Bellefontaine Neighbors Police Department
9641 Bellefontaine Road
Bellefontaine Neighbors, MO 63137-1818

Phone: (314) 867-0080
Dispatch: (314) 889-2341
Fax: (314) 867-0214

Email: bnpdfeedback@cityofbn.com

General Complaints

A general complaint may be made at any time. Additionally, general complaints should be made when the problem is occurring or within a reasonable time after your awareness of the problem has surfaced. Timeliness of the information you provide us ensures a higher probability that your problem can be resolved to your satisfaction.

The General Complaint Review process is not intended to resolve issues surrounding traffic citations or arrests for which criminal charges have been issued; such matters are to be resolved through the court system.

General Complaint Review Policy

To ensure the integrity of the Department and to maintain the confidence of the public, all general complaints will be addressed in a manner appropriate to the circumstance.

How General Complaints Are Investigated

Police Assistance

General complaints received by the police department, whereas the resources and ability exists, will be addressed by a member of the police department.

Non-Police Assistance

General complaints received by the police department, whereas the resources and ability does not exist, will be referred by a member of the police department to an alternate source that has the resources and abilities to address the issue. This may include referrals to other internal and external sources, such as other City departments, the St. Louis County Prosecutor's Office, other law enforcement agencies, and advocacy groups.

The General Complaint Review Procedure

The police department will make every effort to resolve general complaints internally. Complaints submitted by persons unwilling to cooperate in an investigation will be investigated to the fullest extent possible. All general complaints will be investigated to the extent allowed by available information. Complainants who cooperate in an investigation are invited to periodically contact the police department to determine the status of their complaint.

Final General Complaint Disposition

Complainants who cooperate in an investigation will be notified of the result of their investigation.

Police Service Complaints

A police service complaint may be made at any time. Additionally, police service complaints should be made within a reasonable time after the alleged misconduct occurred to help ensure evidence is still available and recollections of the incident are fresh.

The Police Service Complaint Review process is not intended to resolve issues surrounding traffic citations or arrests for which criminal charges have been issued; such matters are to be resolved through the court system.

Police Service Complaint Review Policy

To ensure the integrity of the Department and to maintain the confidence of the public, all complaints against the Department or its employees will be thoroughly investigated.

How Police Service Complaints Are Investigated

Police Service Minor Allegations

Allegations that a Department employee was overbearing or failed to perform his or her duty to the satisfaction of the citizen will normally be investigated by the employee's supervisor.

Police Service Serious Allegations

Allegations that a Department employee exercised unnecessary force, was derelict or neglectful of his or her duty, engaged in oppressive conduct, or violated Federal, State, or local law will be investigated by an investigator assigned by the Chief of Police.

The Complaint Review Procedure

The Department will make every effort to investigate complaints of misconduct. Complaints submitted by persons unwilling to cooperate in an investigation will be investigated to the fullest extent possible. Complainants who cooperate in an investigation will be notified of the result of their investigation and are invited to periodically contact the Department to determine the status of their complaint.

Witnesses named by the complainant will be interviewed regarding the incident and their statements recorded. The involved employee(s) will be interviewed, as well as any additional witnesses discovered, and their statements will be recorded. If a criminal law violation is alleged, and there is sufficient evidence to support the allegation, a parallel criminal investigation will be conducted.

All complaints will be investigated to the extent allowed by available information. It is intended that most investigations will be concluded within 30 days, but more complex issues may require a lengthier time frame.

The Department fully accepts its responsibility to investigate all legitimate, factual complaints against its employees. It cannot, however, preclude its employees from seeking redress through the civil courts to allegations which the citizen knows to be false, malicious or contrived. Department employees, like all citizens, have the right to legal recourse through the judicial system.

Final Complaint Classifications

At the conclusion of an internal investigation, the Investigator will recommend one of the following classifications:

Exonerated: the action complained of did occur, but the investigation disclosed that the actions were reasonable, lawful, and proper.

Unfounded: allegation is false and not factual.

Not sustained: insufficient evidence available to either prove or disprove the allegation.

Sustained: investigation disclosed sufficient evidence to support the allegation in the complaint.

Complaint withdrawn: complainant withdrew the complaint.

Employees against whom a complaint has been sustained are subject to internal discipline. Depending upon the seriousness of the misconduct, sanctions ranging from a written reprimand to termination of employment may be imposed.

