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# Investigating Citizen Complaints

Kettering Police Department

Office of  
Professional Standards



Christopher N. Protsman, Chief  
City of Kettering



The City of Kettering has an outstanding police force comprised of highly skilled, committed employees. The Kettering Police Department is an internationally accredited department dedicated to providing quality service to its citizens. In order to maintain high standards, we rely on feedback from the citizens — our customers. We welcome constructive criticism regarding possible shortcomings or imperfections in the services we provide.

Regardless of how trivial or serious, your concerns are our concerns. By keeping us informed, you are helping us to meet public demand and cater to the needs of our citizens.

## **MAKING A COMPLAINT :**

Your concerns should be directed to the Internal Affairs Officer. There are several ways to report a concern:

**Telephone:** 937-296-2499 —  
If the Internal Affairs Officer is unavailable, please leave a message to return your call. If you need immediate assistance, contact Dispatch at 937-296-2555 and ask to speak with a supervisor regarding a complaint against an officer or other employee.



**In Person:** 3600 Shroyer Road —  
Please ask for the Internal Affairs Officer to report a concern. If the officer is unavailable and you need immediate assistance, please ask to see a supervisor regarding a complaint against an officer or other employee.

**Mail:** 3600 Shroyer Road,  
Kettering, OH 45429 —  
Attention: Internal Affairs

**Email:** [kettering.Police@ketteringoh.org](mailto:kettering.Police@ketteringoh.org).  
If you wish to remain anonymous, you may use any of the above methods to report your concerns.

All non-anonymous complainants received by Internal Affairs will receive acknowledgment that the complaint is under investigation.

When the investigation is completed, non-anonymous complainants will receive a letter reporting the findings and outcome of the investigation.

If you have any questions about the process or concerns about police activity, please contact the Internal Affairs Officer at the Kettering Police Department.