



**CHEVY CHASE  
VILLAGE  
POLICE  
DEPARTMENT**

Police Chief: John M. Fitzgerald

**GENERAL ORDER: 5-14.2 CONTACTING KNOWN  
COMPLAINANTS/CALLERS**

DATE: 10/30/2017 Pages: 1 ♦ New ♦ Amended ♦ Revised

DISTRIBUTION: All Employees

**I. POLICY**

**We must make contact with our known (non-anonymous) callers after we respond to calls to let them know what we did. We must assume that every caller wishes to be seen/contacted unless they specifically state otherwise.** Since officers and dispatchers each have the ability to make contact with callers, the responsibility to make contact is shared by officers and dispatchers alike.

**II. GENERAL PROCEDURES**

- A. Dispatchers are NOT to ask if the caller wants to be contacted; assume all callers/complainants want to be contacted after the police respond.
- B. Dispatchers are to ask callers for the best method to contact the caller (in-person at a particular location; cell phone; etc.) and they must record this information in CODY during the initial call. Dispatchers must provide this information to the officer before the call is closed/cleared.
- C. Unless the caller specifically tells us—without prompting—not to contact them, **we must make contact with every caller/complainant to inform them of the outcome of our response.**

**NOTE: We will not contact complainants to report the outcome of a call for noise complaints:**

- **which we receive after 2200 hours, or**
- **regardless of the time of day if the caller states that they are trying to sleep,**  
**or**
- **if, without any prompting by us, the caller states that they do not wish to be contacted by us.**

**III. SPECIFIC CONTACT PROCEDURES**

- A. **Officers will seek to make contact in person; this is the preferred method of making contact. If face-to-face contact cannot be made, or when in-person contact might be inappropriate under the circumstances, the officer will resort to telephone contact. Offic-**

ers may phone the caller themselves, or they may request that Communications make the call.

**Note:** It is not always appropriate to attempt to make in-person contact with a caller (going to the door might embarrass the caller or subject them to fear, etc.). Whenever it would be inappropriate to go to the caller's home, then officers will resort to telephone contact. Use common sense to determine the best way to contact a caller based on the circumstances at hand.

- B. If an officer requests Communications to contact the caller by phone, the officer must ensure that the dispatcher has all relevant information in order to provide meaningful information to the caller.
- C. When the caller is contacted (or when an unsuccessful attempt to contact the caller is made), dispatchers are to make the appropriate CODY entry to document the contact/attempt.
- D. If a report is written, officers shall include how the caller/complainant was contacted within the incident report narrative.

This directive voids the previous version dated 7/7/2016 and incorporates language from Memo 17-07: 'Late noise complaints: no need to re-contact complainants/callers' dated. 9/14/2017.