



Jeffrey R. Gahler,
Sheriff

HARFORD COUNTY SHERIFF'S OFFICE PERSONNEL POLICY

Positive Community Feedback

Distribution:	All Personnel		Policy Number:	PER 0906
Responsible Unit:	Administrative Services Division		Rescinds:	
Original Issued Date:	NEW	Revision #	N/A	Latest Revision Date: 11/04/24
Latest Required Review was Completed:	N/A		Next Review Due:	11/04/27

1. Purpose

It is important for the Harford County Sheriff's Office (HCSO) to acknowledge, record, and recognize law enforcement personnel for their good work and community engagement to help improve job satisfaction and morale of personnel. Gathering positive community feedback and creating a mechanism for direct community dialogue promotes and strengthens mutual trust and respect between the HCSO and the community.

2. Policy

The HCSO will provide a means to efficiently receive and document all positive community feedback concerning the Agency and its employees.

3. References

Article – General Provisions, §4-311(c); §4-351(a)
Article – Public Safety, §3-207(m); §3-519.1

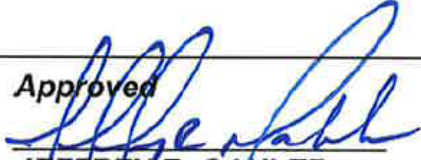
4. Procedures

A. Individual employees and/or specialized units that are the subject of a compliment will be notified of the positive community feedback.

1. If the compliment was received in writing (letter or electronic submission), the employee will be provided with a copy of the compliment.
2. If the compliment was received telephonically, the compliment will be summarized in writing by a supervisor or the supervisor's designee, and a copy will be provided to the employee.
3. Original copies of all written compliments and summations of compliments will be provided to the employee's supervisor or the supervisor's designee and will be included in the employee's personnel file.

B. It is the responsibility of commanders or their designee to ensure compliments are properly documented, disseminated, and maintained in accordance with the HCSO records retention policy.

- C. All positive community feedback will be included in the respective employee's performance evaluation file within the Guardian Tracking System.
- D. The HCSO will ensure that every formal compliment received is acknowledged by the Agency in writing, with a copy to the employees involved.
- E. General complimentary comments received that do not specifically identify an employee or unit will be acknowledged by the Agency.
- F. The HCSO will post the Positive Community Feedback policy on the [HCSO website](#) and may consider publishing positive community feedback on the HCSO website and/or Agency social media sites.
- G. Information provided through a website portal will be routed through a designated individual or unit that will collect and disseminate the information to the appropriate supervisor of the employee receiving the compliment.
- H. The supervisor will ensure the recipient of the compliment is notified and a response is provided to the citizen.
- I. Pursuant to Public Safety Article §3-519.1(C), notwithstanding any other provision of law, records maintained under Sections 4.C and 4.F of this policy are subject to public inspection in accordance with the Maryland Public Information Act.

Approved

JEFFREY R. GAHLER
SHERIFF
DATE 11.4.24