

# PENNSYLVANIA STATE POLICE

*Honor, Service, Integrity, Respect, Trust, Courage, Duty*

## COMPLIMENT/COMPLAINT PROCEDURES



### Core Purpose

*To seek justice, preserve peace,  
and improve the quality of  
life for all.*

### How Are we Doing ?

*Compliments* concerning Pennsylvania State Police service or personnel may be filed at any Pennsylvania State Police Station, 24 hours a day, seven days a week, either in person, telephonically, or in writing. Please mark all correspondence to the attention of the Station Commander.

*Complaints* concerning Pennsylvania State Police personnel may also be filed at any Pennsylvania State Police Station, 24 hours a day, seven days a week, either in person, telephonically, or in writing. A Complaint Verification Form can be downloaded from the Pennsylvania State Police website. Complaint letters must be original (no copies) and contain an original signature. Every complaint of personnel misconduct will be evaluated by the Bureau of Integrity and Professional Standards.

Additionally, complaints may be filed directly with the Bureau of Integrity and Professional Standards, Internal Affairs Division, via a **Toll-Free Hotline**, at **866-426-9164**. An Internal Affairs representative is available during normal business hours, Monday through Friday, between 8:00 a.m. and 3:30 p.m.

On holidays and during non-business hours, a voice mail system is provided and callers are asked to leave a message including name, address, and telephone number. An Internal Affairs representative will return the call on the next business day.

Pennsylvania State Police  
Bureau of Integrity and Professional Standards  
Internal Affairs Division  
7820 Allentown Boulevard 2nd Floor  
Harrisburg, Pennsylvania 17112

Toll-Free 866-426-9164

### ABOUT US

The Pennsylvania State Police was created as an Executive Department of State Government on May 2, 1905. The current budgeted complement of the Pennsylvania State Police includes approximately 4,275 Troopers and 1,600 civilian support personnel.

Throughout its rich history, the Pennsylvania State Police has provided police services to vast regions of Pennsylvania. Today, the Pennsylvania State Police is the primary police department for more than 1,700 Commonwealth municipalities, directly serving more than 3.2 million Pennsylvania citizens. Additionally, the vast array of services provided by the Pennsylvania State Police benefit every municipal law enforcement agency and citizen of Pennsylvania.



Additional information concerning compliment/complaint procedures and other Department operations may be found online at:

**[www.psp.state.pa.us](http://www.psp.state.pa.us)**