

Mission Statement and Values of the Henrico County Police Division

As an internationally accredited law enforcement agency, our mission is to enhance the quality of life in Henrico County through innovative crime prevention strategies and partnerships.

Our Values

Values are the core of our moral beliefs and self-worth. They are convictions that bond us together to accomplish specific tasks and objectives. They are what we share and believe. We, the members of the Police Division, value:

Honor as it is displayed in the integrity of our employees, the trust we place in each other, and the respect we earn from and give to the public.

Professionalism in our response to the needs of the citizens and community. Professionalism is achieved through training, commitment, and acting within the rule of the law.

Commitment to the proactive prevention of crime in our County by achieving a close working association with all citizens in eliminating the opportunities for crime and reducing the fear of crime.

Compassion in our response to victims and others in need. We strive to be compassionate by treating everyone with fairness, respect, and sincerity.

Accountability as we hold ourselves to the highest standards of conduct in performing our service to the community, embracing the ideals of our Constitution and democratic society.



The Police Division is Internationally Accredited.

Henrico County Police Division
P. O. Box 90775
Henrico, VA 23273-0775

Emergency: 911
Non-emergency: (804) 501-5000
www.henricopolice.org

Humberto I. Cardounel, Jr.
Chief of Police



Proud of our progress;
Excited about our future.

The County of Henrico does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability.

Spring 2016/PIO/CRD



Understanding the Complaint Process



The Police Division is responsible for maintaining the rights and interests of all persons in Henrico County.

Caution:

Any false, misleading, or untrue statements, accusations, or allegations made in relation to the complaint may cause the investigation of the complaint to be terminated and may lead to civil or criminal sanctions, if applicable.

Henrico County
Police Division



Understanding the Complaint Procedure



The Henrico County Police Division is proud to provide internationally accredited law enforcement services to the citizens of Henrico County and its visitors. In order for the Police Division to continue providing the highest quality service, the performance of its employees must be closely monitored. The Division is sincerely interested in taking corrective action in those instances where an employee fails to meet our standards. The following information is provided to help you to better understand the complaint process.

When a complaint is filed, the Office of Internal Affairs or its designee will investigate the complaint.

- I. Complaints can be submitted by phone, in writing through the mail, or in writing through email. If you make a complaint by phone, you may also send a written statement.
- II. Once the investigation is completed, the complaint with findings, is submitted to the Chief of Police for final disposition.
- III. Upon completion of the investigation and after final disposition by the Chief of Police, the complainant will receive information in writing concerning the outcome of the complaint.

Note: The Office of Internal Affairs will investigate all allegations of unnecessary or excessive force and racial bias.



**If you still
have questions, call our
Office of Internal Affairs
at 501-4834
or email them at
police@henrico.us**

