



Chapter: Department Operations
Subject: 19-10 – Written Correspondence
Effective: April 19, 2022
Supersedes: Official Order 9, Sections 9.1.1 and 9.1.2, dated September 18, 2020
Distribution: Department Members

PURPOSE: This Order establishes department policy related to written correspondence.

19-10-1 GENERAL

- A. Any correspondence received, whether written or electronic, shall be promptly acknowledged and forwarded to the appropriate office for response if necessary.
- B. The department's Style Guide shall serve as the style and formatting authority for all correspondence. The information contained in this Order shall serve as supplemental guidance.

19-10-2 WRITTEN CORRESPONDENCE

- A. Letters
 - (1) When formulating a response to a letter received, the rank/level of its author shall be considered. While it may be proper for a post commander to correspond with an out-of-state police official of approximately the same level, it would not be appropriate to correspond directly with the director of the state police of that state.
 - a. Any questions regarding the appropriate level of response to a letter shall be directed to the Director's Office.
 - (2) Commanders shall sign correspondence originating within their command dealing with official business, except when established policy permits delegation of this responsibility or when otherwise provided by the Director or a deputy director.
 - a. Letters dealing with issues of a local nature or scope that local work units routinely handle, that affect only that work unit and will be handled by that work unit, may be signed by a district, division, post, section, or unit commander.
 - b. Letters dealing with issues of a wider scope, such as official department positions, policies, or procedures, shall be signed by the Director or their designee.
 - (3) Documents for the Director's signature must be approved by the appropriate bureau or office before submission to the Director's Office. The draft correspondence is to be submitted by email from the district/division commander.

- (4) Members shall use their official title and rank when initiating or endorsing official correspondence.
- (5) Letterhead stationery shall only be used for official written correspondence, an official written reply to received correspondence, or other official business.

B. Memorandum Stationary, UD-040

- (1) The Memorandum, UD-040, shall only be used for internal correspondence. It shall not be used for correspondence to persons, agencies, or institutions outside of the department or for correspondence that is not related to official department business.
- (2) Internal correspondence shall be submitted to the intended recipient through channels.

C. News Releases

- (1) News releases shall be completed using the news release template provided by the Public Affairs Section.
- (2) News releases shall be proofread, and spell checked before dissemination.
- (3) News releases made at the post or work unit level shall be sent to the district or division commander and the Public Affairs Section at the time of their dissemination.
- (4) News releases intended for statewide distribution shall be sent to the Public Affairs Section for review and approval prior to dissemination.
- (5) Work units are encouraged to contact the Public Affairs Section for guidance or assistance if needed.
- (6) See procedure manual related to news releases for additional news release guidelines.

DIRECTOR

Annual Review Responsibility: Transparency and Accountability Division

Accreditation Standards: CALEA TBD