

**CIVILIAN COMMENDATION
PROCEDURE** (Form # EB18-009)**INTRODUCTION**

The California Department of Insurance Enforcement Branch's civilian commendation procedure helps both the community and the Department. A positive relationship between law enforcement and the public they serve, fostered by confidence and trust, are essential to effective law enforcement. While our personnel are charged with vigorous enforcement of the law, they must meticulously observe the rights of all people. Law enforcement personnel, at the same time, must be free to take action in a reasonable, lawful, and impartial manner without fear of reprisal. Our agency has developed this procedure to allow civilians to provide positive feedback and commend our employees for their work.

The California Department of Insurance (CDI), Enforcement Branch, welcomes positive feedback in regards to employees or procedures.

COMMENDATION PROCEDURE

If you call into an Enforcement Branch Office to provide an employee commendation, the person receiving your information will ask you to provide as much information as possible regarding the incident. If you were involved in or witnessed the incident, it is extremely important to the Enforcement Branch that a statement is obtained from you. It is our goal to provide the employee with a copy of the commendation and maintain the commendation in their official personnel file.

Depending on the circumstances of your commendation, the Enforcement Branch will provide a copy to the Insurance Commissioner as well. Once every year the Insurance Commissioner will distribute awards recognizing the work performed by personnel of CDI. Commendations from the public could help one of our employees receive such recognition.

SUMMARY

Your positive comments help to build a strong relationship between the people we serve and our Enforcement Branch personnel. We appreciate the time you take to bring this information to our attention.