

OFFICIAL CHANNELS AND CORRESPONDENCE	Document Number	GO 101
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1. PURPOSE

The purpose of this policy is to provide for the proper routing of information within divisions of the department and the use of memorandums as an official form of written communication within the department and reports required for the Commission on Accreditation for Law Enforcement Agencies (CALEA) that require the Police Chiefs review and signing. This policy shall also designate the authority of all official correspondence addressed to sources outside of the department.

2. PERSONS AFFECTED

All personnel

3. POLICY

It shall be the policy of the Hawai‘i Police Department to properly document, route, and report all legitimate information through official channels in order to inform the Police Chief of matters concerning the Police Department. All members are encouraged to exchange information regarding internal agency functions, CALEA reports and personnel issues for the purpose of coordinating activities, report incidents and inform the Police Chief on matters concerning liability, and to fulfill standards relating to accreditation. Authority for all other correspondences outside of the Police Department shall be designated and channeled through the Office of the Police Chief. This general order further outlines the consistent manner in which internal memorandums will be written and submitted.

4. RESPONSIBILITIES

- 4.1. Each member of the department shall be aware of the proper routing of intra-departmental matters and personnel matters.
- 4.2. All members shall ensure that all official department communications that they submit, review or approve, shall be in proper form.
- 4.3. All immediate supervisors shall review, verify, and initial memorandums originating from members under their supervision.
- 4.4. All memorandums shall be submitted as original. The member submitting the memorandum is required to keep one copy for record purposes.

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4.5. Each member of the department shall be aware of the procedures governing official correspondence to outside sources.

4.6. All bureau chiefs, majors, captains or their designee shall submit any CALEA required reports utilizing the proper CALEA Standards and Police Department written directives (if applicable) in the report.

## 5. PROCEDURES

### 5.1. Intra-Departmental Matters

5.1.1. Memorandums within a division shall be cleared through the immediate supervisor. Matters between different divisions shall be routed through the commanding officers of the division involved.

5.1.2. Questions of internal policy, or complaints entirely within the department, shall be routed through proper channels to the Police Chief.

5.1.3. The Deputy Police Chief shall be informed of all intra-departmental matters but need not act on purely routine items.

### 5.2. Personnel Matters

5.2.1. Personnel matters originating in a division shall be routed through the commanding officer of the unit and the Deputy Police Chief.

5.2.2. Nothing herein shall prohibit any member from taking up directly with the Assistant Chief of Administrative Bureau, Deputy Police Chief, or the Police Chief any matter of any nature involving or prejudicial to his commanding officer or any superior officer.

### 5.3. Official Correspondence

5.3.1. All official correspondence originating in the police department and addressed to sources outside the department shall be channeled through the office of the Police Chief.

5.3.2. All official correspondence shall bear the signature of the Police Chief or designee, unless specific authority has been otherwise granted.

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5.4. Departmental Business and Policy – No member of the department shall, without the knowledge and consent of the Police Chief, present, discuss, or act upon any matter pertaining to departmental business, practice, or policy with any office, bureau, agency, board, commission, department, or any member thereof outside the police department.

6. MEMORANDUM FORMAT

6.1. Memorandums emanating from the office of the Police Chief shall be written on 8-1/2” X 11” department letterhead paper.

6.2. Memorandums originating within or between divisions shall be written on 8-1/2” X 11” white paper.

6.3. Memorandums and CALEA Reports in memorandum formats will use size 11 or 12 point and be written in “Tahoma Font” or other suitable business font.

6.4. Format – All memorandums shall be in the following format:  
(1 inch from top of page)  
Date  
(6 line spaces)

TO : (All capital letters) (Name and rank of addressee), District or Division  
(2 line spaces)

VIA : (All capital letters) (Name and rank of supervisor if applicable; If more than one supervisor is to review the memorandum the term “PROPER CHANNELS” shall be used in lieu of any/all supervisors; it shall then become the responsibility of the reader to forward the memorandum to the next person in the chain of command; if the memorandum is to be directed to others outside of normal channels it shall be so stated in the body of the memorandum.)  
(2 line spaces)

FROM : (All capital letters) (Name and rank of person writing the memorandum. Division, Section, or District follows the rank or title. If the writer is a non-sworn employee, the memorandum includes the name, title

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of the writer and section or division. Signature of writer shall be placed directly above the writer's name as it appears in the header.  
(2 line spaces)

SUBJECT: (All capital letters, brief description of contents of memorandum)  
(4 line spaces)  
(Body of memorandum)

#### 6.5. Memorandum Body

6.5.1. The body of the memorandum shall contain a brief summation of the reason for the memorandum. It shall be written in block format with double spaces between paragraphs.

6.5.2. It shall be written in "Tahoma Font" or other suitable business font using 11 or 12 point size.

6.5.3. If more than one page is needed, the second and subsequent pages shall begin with the following header:

(6 line spaces from top of page)

SUBJECT: (Brief description of contents of memorandum)

PAGE NO. x

(4 line spaces)

(Continuation of memorandum body)

#### 6.6. Signing of Memorandums

6.6.1. All memorandums shall be signed by the author, directly above the author's name as it appears in the header of the memorandum.

6.6.2. Supervisors reviewing the memorandum shall indicate that they have reviewed the memorandum by placing their initials and date of review on the lower left corner of the last page.

### 7. CALEA REPORTS

7.1. CALEA related written reports for the purpose of fulfilling standards are in a memorandum format.

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7.2. The same memorandum format as described in 6. MEMORANDUM FORMAT, Section 6.1 through 6.3; 6.5 Memorandum Body; 6.6 Signing of Memorandums will be followed with the following exceptions:

(1 inch from top of page)

Administrative Signature block

	INITIALS	REVIEW DATE	COMMENTS
MAJOR			
ASSISTANT CHIEF			
DEPUTY CHIEF			
POLICE CHIEF			

(3 line spaces)

Date (All capital letters)

(6 line spaces)

TO : (All capital letters) (Name and rank of addressee)  
(2 line spaces)

VIA : (All capital letters) (Name and rank of supervisor if applicable; If more than one supervisor is to review the memorandum the term “PROPER CHANNELS” shall be used in lieu of any/all supervisors; it shall then become the responsibility of the reader to forward the memorandum to the next person in the chain of command; if the memorandum is to be directed to others outside of normal channels it shall be so stated in the body of the memorandum.)  
(2 line spaces)

FROM: (All capital letters) (Name and rank of person writing the CALEA Report. Division, Section, or District designator follows the rank or title. If the writer is a non-sworn employee, the memorandum includes the name, title of the writer and section or division. Signature of writer shall be placed directly above the writer’s name as it appears in the header.)  
(2 line spaces)

SUBJECT: (All capital letters) Title of report to correspond with applicable CALEA standard, and/or Written Directive (if applicable)  
  
(4 line spaces)

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(Body of memorandum)

- 7.3. If more than one page is required for the report, the following will apply to additional pages of the report:

(6 line spaces from top of page)

SUBJECT: (All capital letters, subject as first page of memorandum)

PAGE NO. x

(4 line spaces)

(Continuation of memorandum body)

- 7.4. The footer of the CALEA related report on the lower left hand side of the second page will include the CALEA standard in capital letters for reference, in size 8.

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**SAMPLE MEMORANDUM**

DATE

(6 spaces)

TO : ██████████, POLICE CHIEF

VIA : PROPER CHANNELS  
(Signature of writer above name/title)

FROM : JOHN Q. DOE, POLICE OFFICER, DISTRICT OR  
DIVISION

SUBJECT : (ALL IN CAPITAL LETTERS AND BRIEF)

(4 spaces)

Memorandum body in block format

(Initial and date of supervisors reviewing memorandum on left side corner of last page)

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**SAMPLE CALEA REPORT MEMORANDUM**

	INITIALS	REVIEW DATE	COMMENTS
MAJOR			
ASSISTANT CHIEF			
DEPUTY CHIEF			
POLICE CHIEF			

DATE

(6 Spaces)

TO : [REDACTED], POLICE CHIEF

VIA : PROPER CHANNELS

FROM : JOHN Q. DOE, POLICE OFFICER, DISTRICT OR DIVISION

SUBJECT : (ALL IN CAPITAL LETTERS AND BRIEF) (CALEA standards or Written Directive Policy or General order, Example: UPDATING OF WRITTEN GOALS AND OBJECTIVES FOR AGENCY (CALEA 15.2.1; P.M. 3.3, SEC. 4.1)

Memorandum body in block format



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**SAMPLE OF CONTINUATION PAGES**

SUBJECT: UPDATING OF WRITTEN GOALS AND OBJECTIVES FOR AGENCY  
(CALEA 15.2.1; P.M. 3.3, SEC. 4.1)

PAGE 2

(Continuation of report)