

# West Dundee Police Compliment or Complaint Form Packet

## West Dundee Police Department Compliment or Complaint Form

The West Dundee Police Department is committed to excellence in Police services to the community. We appreciate when a citizen takes the time to recognize the efforts of one of our staff members. We also understand that there may be times when we did not live up to those expectations. We make every effort to investigate all complaints made about any member of the West Dundee Police Department.

Concerned citizens are encouraged to download and submit the Compliment or Complaint form (PDF) with your accolades as well as your concerns. A member of the Administrative staff will contact you for further information.

## Compliment Procedure

The West Dundee Police Department is very proud of all the employees who, as a whole, make up our Department. If you wish to compliment the performance of a Police Department employee, you may do so by downloading and filling out the compliment form linked above, you can send a letter via the U.S. Mail (West Dundee Police Department c/o Officer Compliment Division 555 S. 8<sup>th</sup> Street, West Dundee, IL 60118), call the employee's Supervisor at (847)551-3810, or email the Department with your compliment at [Police@wdundee.org](mailto:Police@wdundee.org). All complimentary letters will be directed to the Chief of Police who will review the letter and will assure your commentary message is delivered to the employee and to his/her Supervisor.

## Complaint Procedure

Throughout the year, members of the West Dundee Police Department handle a variety of calls and have numerous contacts with the public. In some of those instances, individuals may feel a member of the West Dundee Police Department treated them unfairly or were treated unprofessionally. If you feel this occurred, you may contact the West Dundee Police Department at (847) 551-3810 and ask to speak with a Sergeant or other Supervisor.

The West Dundee Police Department takes all complaints against our employees seriously; we shall accept and investigate all complaints regarding its service and personnel to determine the validity of the complaint. Upon completion of the investigation, the Department shall consider any recommended changes to our policy and/or take the appropriate action against the named employee(s).

If you have been issued a traffic citation, village ordinance violation, or were arrested, the West Dundee Police Department will not accept complaints if you feel those actions were improper; these types of complaints or grievances should be argued in the appropriate court of law. Although, if the behavior of the employee is in question or you feel they may have violated Department policy or procedure, we will accept those complaints and investigate them.

## Types of Complaints

*Informal Complaint:* A matter that can be handled by a Sergeant where a verbal or written reprimand would be the appropriate action. An informal complaint may be initiated by completing the online form and emailing it to the West Dundee Police Department at [Police@wdundee.org](mailto:Police@wdundee.org), mailing it via USPS or bringing it in person to the West Dundee Police Department. Another option is to simply call the West Dundee Police Department at (847) 551-3810 and ask to speak with a Sergeant or other supervisor.

The Sergeant or other Supervisor will listen to your complaint and may attempt to resolve the complaint informally over the phone. We have found an explanation of the circumstances surrounding the call is enough to settle many situations. If the Sergeant or Supervisor is unable to satisfy you, or at the recommendation of the Sergeant or Supervisor, you may be requested to file a Formal Complaint.

*Formal Complaint:* A matter in which a Sergeant or other Supervisor determines that further action is warranted. We must follow the Uniform Peace Officers' Disciplinary Act ([50 ILCS 725/](#)) for all Formal Complaints. All investigations shall be investigated in a timely, fair, impartial, and consistent manner, maintaining the rights of all citizens and employees.

A Formal Complaint is a written statement surrounding the facts of the incident, identifying any potential witnesses and is a sworn statement, once filed and properly notarized. Under Illinois Law, a Formal Complaint must be supported by a Sworn Affidavit ([50 ILCS 725/3.8\(b\)](#)).

Anyone who knowingly files a false complaint against a Police officer or other employee of the Department may be subject to criminal charges or even possibly a civil suit.

### What Happens When a Formal Complaint is Filed?

Once a complaint is filed, it will be forwarded to the Lieutenant of Police who will generate investigation. If the complaint is found to be true (SUSTAINED), the Department member may be disciplined at the discretion of the Chief of Police whereas one or more of the following actions may be taken:

- Counseling
- Verbal Reprimand
- Written Reprimand
- Suspension Without Pay
- Recommendation to Board of Police and Fire Commission for Termination

If we can be of further assistance, please do not hesitate to contact the West Dundee Police Department at (847) 551-3810 or email [Police@wdundee.org](mailto:Police@wdundee.org).





