

COMPLIMENT

The Park Ridge Police Department is committed to the recognition of outstanding service to the community by its employees. This form provides you the opportunity to make the department aware of the excellent work performed by one of its employees.

If you wish to commend an employee, please provide the following information and be as complete as possible. We appreciate your comments.

Employee's name: _____

Date of Service provided: _____

Type of Service provided: _____

Complaint No: _____

Brief summary of actions to be commended:

Your name: _____

Your address: _____

Your phone No: _____

After completing this form, turn it in at the Police Department front desk or mail it to: Park Ridge Police Department, 200 South Vine Avenue, Park Ridge, IL 60068. This information will be forwarded to the Chief of Police; the employee will be officially commended.

COMPLAINT

It is the intent of the Park Ridge Police Department to provide the highest quality law enforcement services.

It is the policy of the Park Ridge Police Department to promptly investigate allegations of wrongdoing by department members and to take appropriate action as to discipline, policy change or exoneration.

Generally, a complaint originates when someone is dissatisfied with our performance. The complaint may help the department recognize and ultimately rectify a deficiency.

HOW DO I INITIATE A COMPLAINT AGAINST AN OFFICER?

A complaint may be initiated in person, by telephone, or in writing. Complaints can be filed 24 hours a day with the Watch Supervisor or other supervisor, if available.

IF I AM UNDER 18 YEARS OLD, DO I HAVE A RIGHT TO FILE A COMPLAINT?

Yes. However, a parent, legal guardian, or a responsible adult should be present with you.

MUST I GIVE MY NAME TO FILE A COMPLAINT?

No. However, anonymous complaints can be very difficult to investigate and thus the conclusion might not be what is expected. Also, if the investigation results in criminal action against an officer, you would be needed for successful prosecution.

WILL THE OFFICER KNOW THAT I HAVE MADE A COMPLAINT?

Yes, the officer will be advised of the allegations made against him or her. If the complainant has identified himself, the identity of the person making the allegation will be provided to the officer.

WHO IS RESPONSIBLE FOR INVESTIGATING THE COMPLAINT?

The Chief of Police is responsible for the administration of these investigations. In most cases, a police supervisor conducts the actual investigative work. However, the Department also utilizes a private contractor to investigate more serious allegations of misconduct against an employee.

WHAT WILL HAPPEN TO THE OFFICER?

If the investigation determines misconduct has occurred, the officer will be disciplined according to the severity of the rules violation. Disciplinary actions range from an oral reprimand to suspension, or in extreme cases, termination. If the allegation is criminal in nature, the case will be presented for criminal prosecution. Other appropriate remedies include policy change and retraining.

NEED I BE CONCERNED ABOUT POSSIBLE RETALIATION FOR MAKING A COMPLAINT AGAINST AN OFFICER?

No. It is essential that public confidence be maintained which enhances the ability of the department to investigate and properly adjudicate complaints against its members.

HOW LONG WILL THE INVESTIGATION TAKE?

Minor complaints are often handled quickly. As a general rule, the investigation of a serious allegation should be concluded within sixty days unless circumstances necessitate additional time.

WILL I BE NOTIFIED OF THE RESULTS OF THE INVESTIGATION?

Once the investigation has been concluded, the Chief of Police or the supervisor assigned to complete the investigation will inform you of the results.

WHAT IF I AM NOT SATISFIED WITH THE RESULTS OF THE INVESTIGATION?

You may contact the Chief of Police to discuss the matter. In the case of possible criminal violations, you may contact the office of the Cook County State’s Attorney.

WHAT IF I FILE A FALSE COMPLAINT?

If you believe the complaint to be valid and the officer is ultimately exonerated, the case will be ended. However, if it is determined that the complaint was false and malicious, you may be subject to criminal charges and/or a civil suit by the accused department member.

Date of Incident: _____

Time of Incident: _____

Complaint Information: _____

Your name: _____

Your address: _____

Your phone no.: _____

If you have any questions or would like further information or assistance in filing a complaint, contact:

Chief of Police
Park Ridge Police Department
200 South Vine Avenue
Park Ridge, Illinois 60068
(847) 318-5252

See our website www.parkridgepolice.org for further information.

**PARK RIDGE
POLICE DEPARTMENT**



***CITIZEN
COMPLIMENT/COMPLAINT
PROCEDURE***



The Park Ridge Police Department is an Illinois law Enforcement Accredited Police Agency