



## Sec. 2-2-4 Citizen Complaint

### Policy:

Citizen complaints against the Police Department, its policies or individual members may be filed at any time and may be received by any member of the Department or the Police and Fire Commission.

### Procedures:

#### (a) **Receipt and Processing**

- (1) Persons desiring to file a complaint may be requested to complete a written complaint on the Citizen Complaint Form.
- (2) Telephoned, verbal or anonymous written complaints will be handled with the same degree of accord as those where the identity of the complainant is known.
- (3) Complaints received will normally be referred to the Sergeant, Lieutenant, Assistant Chief or Chief of Police dependent on an evaluation of the seriousness of the matter.
- (4) Written, signed complaints will be witnessed by the receiver and one (1) copy given to the complainant.

#### (b) **Investigation of Complaints**

- (1) All citizen complaints will be forwarded directly or through the channels to the Chief of Police.
- (2) Complaints of such a nature as to require detailed investigation will be forwarded by the Chief of Police to a designated investigating officer. The investigating officer will be selected by the Chief of Police and will be senior in rank or seniority to the subject of the complaint. Generally, an investigation should be completed and forwarded to the Chief of Police within two (2) weeks [fourteen (14) calendar days]. In exceptional or complex cases, an interim report will be submitted after the first two (2) week period and each two (2) weeks after, unless otherwise instructed.
- (3) If, at any time, a complaint appears to be more serious and complex than originally evaluated, the investigating officer will report to the Chief of Police for guidance.
- (4) At the discretion of the Chief of Police, those incidents involving multiple subjects corruption or of a serious internal nature will be referred to another law

enforcement agency for an impartial investigation. In such cases, the Chief of Police will notify the Chairman of the Police and Fire Commission before referral to another agency.

- (5) Complaints against the Chief of Police will be referred to the Chairman of the Police and Fire Commission directly.

(c) **Results of Investigation**

- (1) Any complaints received from an identified complainant will be answered, to the complainant, within two (2) weeks indicating the results of the investigation on a copy of the initial complaint.
- (2) If the investigation is not completed within two (2) weeks, the complainant will be advised that the matter is still under investigation. Interim reports will continue to be submitted until the incident is closed.

(d) **Miscellaneous**

- (1) Complaints received by members of the Police and Fire Commission or other City officials will normally be referred to the Chief of Police for action.
- (2) Incidents initiated by a civil suit or notice to file civil suit are not subject to this policy statement although initial investigative action may be comparable.

**PROHIBITION AND PENALTY: Wisconsin Statutes provide that whoever knowingly makes a false complaint regarding the conduct of a law enforcement officer is subject to a Class A forfeiture.**

