INFORMATION NEEDED

The supervisor assigned to investigate your complaint will ask for the following information:

- Your name, address and phone number;
- The date and time of the incident about which you are reporting;
- If a complaint, the names, addresses, and phone numbers of any witnesses, if available;
- If the incident involves an arrest, provide the name, address, and phone number of the person arrested, if known;
- The name, badge number, and car number of the officer involved, if known;
- Police report number, if known;
- Details of the incident that prompted your report.

IACP OATH OF HONOR

On my honor,
I will never betray my badge, my integrity, my character, or the public trust.
I will always have the courage to hold myself and others accountable for our actions.
I will always uphold the constitution, my community and the agency I serve.

Algonquin Police Department

2200 Harnish Drive
Algonquin, Illinois 60102
Phone: 847-658-4531
www.algonquin.org

John A. Bucci
Chief of Police
COMPLAINTS

It is the policy of the Algonquin Police Department to receive and investigate complaints related to employee performance in a manner that will assure the community of prompt corrective action when department members conduct themselves improperly and to protect the police department and its members from unwarranted criticism.

How are complaints made?

Throughout the year, members of the police department handle a variety of calls and have numerous contacts with the public. In some cases, individuals may feel that a member of the police department has treated them in a less than professional manner. If a person feels this has occurred, they can come to the police department and ask to speak to the sergeant or supervisor on duty.

The sergeant or supervisor on duty may attempt to resolve the problem informally or through a formal internal investigation. This decision is based on the nature and scope of the complaint as well as the wishes of the complainant.

If the complainant wishes to file a formal complaint, the sergeant or supervisor on duty will assist the complainant in filling out the proper paperwork. This complaint will be forwarded to a Deputy Chief for assignment and investigation.

What happens when a formal complaint is filed?

Once a complaint is filed, it will be forwarded to a Deputy Chief, who will then assign it to a supervisor for investigation. The investigation process takes approximately thirty days. You will be kept informed as to the status of the investigation and you will be advised in writing as to the outcome of the investigation.

If the complaint is found to be sustained, the department member may be subject to corrective action at the discretion of the Chief of Police.

Will the employee be told about the complaint?

As is the case with any potential punitive process, the accused employee is afforded the right of knowing what the accusation is and who the accusers are.

What happens if my complaint is false?

If your complaint was made in good faith, and the employee is ultimately exonerated, then no further action is taken.

If it is determined that your complaint was intentionally made falsely you may in some circumstances be subject to criminal charges.

COMPLAINTS

The members of the Algonquin Police Department are dedicated to serving you and the community, and if you have the occasion to see a department member doing an outstanding job, we would like to hear about that. This can be accomplished by contacting the supervisor on duty, sending a letter to the Chief of Police, or by going to our website and completing an Algonquin Police Department Citizen’s Report Form. Your comments will be shared with Village Administration, elected officials and the employee.

COMMENDATION

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