

Q. What will happen to the police officer or employee in question?

A. If after a thorough investigation it is determined that the allegation is substantiated, the discipline will be dependent on the seriousness of the infractions. Disciplinary actions range from oral reprimand to suspension, or in extreme cases, termination.

Q. Will the Police Department retaliate against me for lodging a complaint?

A. Absolutely not! It is essential that the public confidence be maintained in the ability of the Department to investigate and properly adjudicate complaints against its personnel.

Q. How long will the investigation take?

A. As a general rule, the investigation will be concluded in 30 days, unless extenuating circumstances warrant an extension. The Department will make every effort to keep the citizen advised of the progress of the investigation. Once the investigation has been concluded, you will be notified of the results.

Q. What if I am not satisfied with the results of the investigation?

A. You are encouraged to contact the Chief of Police to discuss the matter.

Q. What if my allegations turn out to be false

A. If a complaint is made on a good faith/belief of truth and the Officer is ultimately exonerated, the case will be ended. However, if it is determined that an allegation was false or intended to embarrass or discredit the Officer, you may be subject to criminal charges or a civil suit by the Department member.

For more information on other Skokie Police Department programs, please visit our website at www.skokie.org

Copyright
Village of Skokie 2014



Mayor
George Van Dusen

Village Clerk
Pramod C. Shah

Trustees
Michele L. Bromberg
Ralph Klein
Randall E. Roberts
Edie Sue Sutker
Ilonka Ulrich

Village Manager
John T. Lockerby

Corporation Counsel
Michael M. Lorge



The Skokie Police Department



Village of Skokie

Police Department
7300 Niles Center Road

Emergency: [Fire, Police, Medical] 9-1-1
Non Emergency: 847/982-5900

www.skokie.org

This document is intended to provide information and guidance to persons wishing to initiate a formal complaint or a commendation concerning the conduct of a Skokie Police Department employee.

It is the policy of the Skokie Police Department to investigate allegations of wrong doing by employees in order to determine the merit and substance of the complaint.

It is also the policy of the department to recognize superior performance.

When employees' performance exceeds expectations, it is important that they receive acknowledgement for doing so. This acknowledgement goes a long way in promoting a positive work environment.

Commendations

- Q.** *How do I commend the actions or performance of a Skokie Police Department employee?*
- A.** You may commend an employee in one of two ways:
- By asking to speak to the employee's supervisor and verbally communicating your praise, or
 - You may communicate your appreciation to the Chief of Police via letter or email.
- Q.** *Will the employee be told of my appreciation?*
- A.** Commendations received will result in the Department employee being advised of your appreciation and compliments. His actions and your appreciation may be permanently recorded and placed in the employee's personnel file.
- Q.** *Why should employees be acknowledged for exceptional performance?*
- A.** When an employee goes "above and beyond" citizens' expectations and is recognized for their actions, it reinforces the employee's commitment to the community by knowing that our citizens really do care and appreciate exceptional performance by employees.

Complaints

- Q.** *How do I file a complaint against a Department employee?*
- A.** A complaint or complaints against a Department employee may be filed in person at the police station. Complaints will also be accepted by telephone. A Complaint form will be filled out and forwarded for investigation.
- Q.** *Who is responsible for investigating my complaint?*
- A.** In most cases, the accused individual's supervisor will conduct the investigation.
- Q.** *Do I have to give my name to file a complaint?*
- A.** No. However, anonymous allegations can be very difficult to investigate, and, consequently, the inquiry may result in an inappropriate conclusion. Individuals will be encouraged to state their concerns in writing or in person in order to facilitate the investigation.
- Q.** *Will the police employee know that I have made a complaint against him or her?*
- A.** Yes, the officer has the right to know the nature of the charges alleged and the identity of the person making the allegation.