



# Commendation / Complaint



The Crystal Lake Police Department is proud of its members and believes that they provide a high quality of service to the public. If you would like to recognize the positive efforts of any of our employees or make a complaint, please fill out the information below:

Employee's name/badge number:

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Date and time of incident:

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Location of incident:

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Description of employee's actions:

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Your name, address, and phone number (optional):

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# Crystal Lake Police Department



## Commendation and Complaint Procedure

We, the members of the Crystal Lake Police Department, in partnership with the community, are dedicated to providing professional police services. We are committed to serve with integrity and compassion, and strive to improve the quality of life within the community of Crystal Lake.

**Crystal Lake Police Department**

**100 W. Woodstock Street**

**Crystal Lake, IL 60014**

**815-459-2020**

<https://www.crystallake.org/>



## **Our Policy**

The Crystal Lake Police Department recognizes that maintaining professional conduct requires a review process that will ensure the Department's integrity and maintain public confidence. The Citizens Complaint Policy of the Crystal Lake Police Department reviews all complaints against its members and properly adjudicated such complaints. All complaints will be investigated with objectivity, fairness, and honesty.

In all aspects of the citizen complaint process, the rights of the community, its citizens, and the employees under investigation will be fully preserved. All investigations will be conducted in a fair and impartial manner. The primary objective of this review process will be to determine the facts that will either support or disprove all allegations.

## **Commendations**

You may commend an employee by verbally expressing to a supervisor, or filling out the attached Good Service Recognition form. The employee will be advised of your compliments.

## **Who may complain?**

Any citizen who witnessed or has direct knowledge of police misconduct may file a complaint with the Crystal Lake Police Department. A citizen need not be personally involved to do so.

## **Responsibility – Ours and Yours**

Because we view all citizen complaints very seriously, and actively pursue investigations into misconduct, it is important for us to ensure that the complaint is based on facts. False reporting in an attempt to unjustly subject a police employee to undeserved discipline or slander, or place his/her employment at jeopardy can result in the filing of criminal charges and/or civil suit.

## **How to File a Complaint**

Complaints are filed with any Department supervisor in person, by mail, or by telephone. Allegations of a serious nature will require Internal Affairs Authority to discuss the events in question with a personal interview. The complainant will also be required to sign a sworn affidavit as to the reported allegations.

## **What is the complaint procedure?**

The supervisor receiving the initial complaint will accomplish the following:

- A. Record complete identifiers of the complainant and witness, how the complaint was received and other information pertinent to the complaint to be noted in the report.
- B. The supervisor shall make a determination as to the seriousness of the complaint and will proceed based on the assessment.
- C. Minor complaints are those regarding personality conflict, discourtesy, or poor service which are not criminal in nature and are not major violations of Departmental policies. These may be handled at the supervisory level
- D. Major complaints are those regarding a direct violation of criminal law or a violation of Department Policy. The supervisor will log the complaint on a Department form which will then be turned into the division's commanding officer and the Chief of Police. At the discretion of the Chief of Police, the complaint may be assigned to the Department's Internal Affairs Authority. All parties will be interviewed and all evidence will be collected and examined in accordance with court approval procedures. The results are then forwarded to the Chief of Police for final review and approval of the disposition.