

CONCLUSION

Your valid complaints and criticisms help protect the community from possible misconduct by police. At the same time, a thorough and impartial investigation provides a procedure to protect police officers from unwarranted charges when they perform their duties properly. The intent is to be fair to both the citizens and the police officer.

"The need for a variety of continuous checks to assure compliance with the established procedures is recognized. An awareness that such a check is being made does not constitute an affront to the officer. Rather, it is a reminder of the sensitive nature of their work and the need for maintaining high standards of conduct."

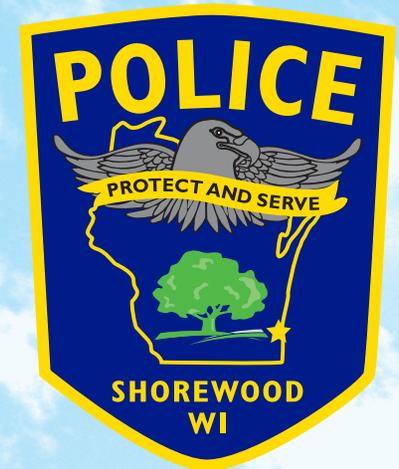
This department will investigate all false claims made against its law enforcement officers. Knowingly making a false complaint against an officer may subject the complainant to a Class A forfeiture (WI Stat. 946.66)

SHOREWOOD POLICE DEPARTMENT

3936 N. Murray Ave.
Shorewood, WI 53211
Phone: 414.847.2610
E-mail address:
police@villageofshorewood.org

CITIZEN COMPLAINT PROCEDURE

SHOREWOOD POLICE DEPARTMENT



*Committed to ensure and
enhance the quality of life in
Shorewood*

Phone: 414.847.2610

CITIZEN COMPLAINT PROCEDURE

WHAT CAN I DO?

If you have a complaint about police practices or interference with your rights by police officers, what can you do?

The Village of Shorewood welcomes constructive criticism of the Police Department or valid complaints about its members or procedures. The prompt, thorough and impartial investigation of each complaint is essential to get and keep the trust and confidence of the people we serve. Without that trust and confidence, effective policing is not possible.

Police officers must be free to use their best judgement to take action in a reasonable, lawful and impartial manner without fear of reprisal. At the same time, they must strictly observe the rights of all people.



HOW TO MAKE A COMPLAINT

A complaint may be made at any time of day or night to any police supervisor. Complaints may be made in any form including in writing, by email, in person or by telephone.

Complaint forms are available at the Shorewood Police Department, 3936 N. Murray Ave. Shorewood, WI 53211

Although not required, complaints should be filed in person so that proper identification, signatures, photographs or other physical evidence may be obtained as necessary.

Typically, the following information is needed in order to investigate the complaint in a thorough manner.

- Name, address and the phone number of the person making the complaint. (Anonymous complaints may also be made and will be investigated)
- Date and time of the incident
- Names and addresses of any witnesses, if available
- If the incident involved an arrest; the name, address and phone number of the person arrested
- The name of the police officer(s) involved. (If unknown, simply explain the circumstances)
- Details of the incident or actions which prompted your complaint

WHAT HAPPENS WITH THE COMPLAINT?

Once submitted, the primary responsibility for the investigation of a personnel complaint rests with the Deputy Chief of Police. The Chief of Police or the authorized designee may direct that another supervisor investigate any complaint. If there is more than one allegation, each will be examined on its own merits.

COMPLAINT DISPOSITION

The person making the complaint will be notified of its disposition once the process is completed. Final dispositions will be classified with the following findings:

- Unfounded – When the investigation discloses that the alleged acts did not occur, did not involve department members or are frivolous or false.
 - Exonerated – When the investigation discloses that the alleged act occurred but that act was justified, lawful and/or proper.
 - Not sustained – When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.
 - Sustained – When the investigation discloses sufficient evidence that the act occurred and that it constituted misconduct.
-