

Your valid complaints and criticisms help protect the community from possible misconduct by police. At the same time, an 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 people and the police officer.

The Shorewood Police Department recognizes the need for a variety of continuous checks to assure compliance with established procedures. These checks do not constitute an affront to the officer. Rather, they serve as a reminder of the sensitive nature of the officer's work and the necessity that officers maintain high standards of conduct.

The Village of Shorewood is required by Wisconsin State Statute to inform you of the below information:

Pursuant to Wis. Stats. Section 946.66(2), whoever knowingly makes a false complaint regarding the conduct of a law enforcement officer is subject to a Class A forfeiture.

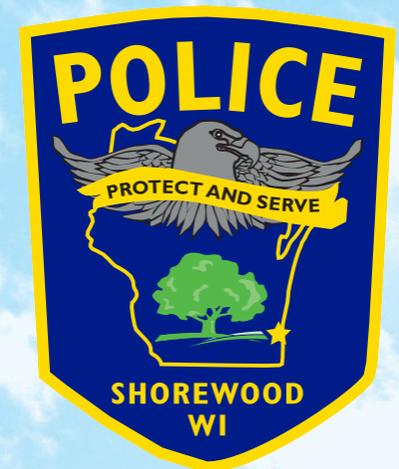
SHOREWOOD POLICE DEPARTMENT

4057 North Wilson Drive
Shorewood, WI 53211
Phone: 414.847.2610
E-mail address:

PDSupervisors@shorewoodwi.gov

COMMENT,
COMPLAINT, OR
COMPLIMENT

SHOREWOOD
POLICE
DEPARTMENT



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

Phone: 414.847.2610

COMMENT, COMPLAINT OR COMPLIMENT PROCEDURE

WHAT CAN I DO?

If you have a comment, complaint or compliment about the police department or an officer, what can you do?

The Village of Shorewood encourages your feedback as we strive to maintain our high standards, and welcome your recommendations of employee performance, or your complaints about the actions of any employee of the village. The Village takes seriously all complaints including anonymous complaints regarding the service provided by the Village and the Police Department and the conduct of all employees. The Village and the Police Department will accept and address all complaints of misconduct in accordance with policy and applicable federal, state and local law.



HOW TO MAKE A COMMENT, COMPLAINT OR COMPLIMENT

They made be made at any time of day or night online, in person, by phone, etc. to any employee of Shorewood. They may be made in any form including in writing, by email, in person or by telephone or anonymously using any of the methods above.

Forms are available online, at Village Hall, Library or at the Shorewood Police Department.

POLICY

The Shorewood Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of its members.

The Department will accept and address all complaints of misconduct in accordance with this policy and applicable federal, state and local law, municipal and county rules and the bargaining or employment agreements.

It is also the policy of this department to ensure that the community can report misconduct without concern for reprisal or retaliation.

WHAT HAPPENS WITH THE COMPLAINT?

Once submitted, the primary responsibility for the investigation of a personnel complaint with the Captain 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.
-