

How Does the Police Department Receive Complaints?

Citizens can call the Police Department at 630-553-4340, write a letter to the Chief of Police, stop by the Police Department and talk to an Officer or a Supervisor or fill out a Citizen Complaint Form (available at the Police Department) and mail it back to the Police Department.

What is the Complaint Procedure?

Any Department member receiving a complaint/allegation against another member of the Department shall direct that person to the Supervisor on duty. The Supervisor receiving the initial complaint will accomplish the following:

- A. Record the complete name, address, home and cell numbers of the complainant and witnesses, how the complaint was received and other information pertinent to the complaint. This information and specific details will be recorded on the appropriate Department form. If the complainant appears to be intoxicated or under the influence, this will be noted in the report. If the complainant is belligerent and uncooperative, he/she will be advised to come back the next day to file the complaint.
- B. The Supervisor shall make a determination as to the seriousness of the complaint. The procedure to follow will be based on the assessment of the seriousness of the allegation.
- C. Minor Complaints: Minor complaints are those regarding a personality conflict, discourtesy or poor service which are not criminal in nature and are not major violations of Departmental policies or procedures. These may be handled by the Supervisor receiving the complaint if the Supervisor is able to resolve the matter at that level. If the

Supervisor is unable to resolve the matter, the Supervisor will forward the complaint to the next highest-ranking officer, who will assign an employee to investigate the complaint.

The Supervisor receiving or initiating the complaint will comply with all departmental requirements regarding the investigation of citizen complaints.

- D. Major Complaints: Upon receipt of a major complaint (a direct violation of criminal law or a serious violation of Department policy) the following process will be followed. The Supervisor will log the complaint using the appropriate Department form listing the names and addresses of complainants and witnesses, along with a summary of the alleged events. The form will be forwarded to the divisional Deputy Chief for assignment of personnel to conduct an investigation into the complaint. All parties involved will be interviewed and all evidence will be collected and examined in accordance with court-approved procedures. The results of the investigation are forwarded to the officer's Divisional Deputy Chief for review to ensure proper procedures were adhered to. The results of the investigation are then forwarded to the Chief of Police for final review and approval of the disposition of the investigation, which may include exoneration or disciplinary action.

What You Will Be Told:

City, state and federal laws govern an employee's privacy rights. You will be notified of the findings of the investigation.

Other Agencies You May Contact:

Kendall County State's Attorney's Office

YORKVILLE POLICE DEPARTMENT

How to File Good Service Recognition Letters and Complaints



We, the members of the Yorkville 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 with the United City of Yorkville.

James H. Jensen
Chief of Police
Yorkville Police Department
804 Game Farm Road
Yorkville, IL 60560
(630)553-4340

Law Enforcement Code of Ethics

As a law enforcement officer, my fundamental duty is to serve the community; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation and the peaceful against violence or disorder; and to respect the constitutional rights of all to liberty, equality, and justice.

I will keep my private life unsullied as an example to all and will behave in a manner that does not bring discredit to me or to my agency. I will maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed both in my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, political beliefs, aspirations, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of police service. I will never engage in acts of corruption or bribery, nor will I condone such acts by other police officers. I will cooperate with all legally authorized agencies and their representatives in the pursuit of justice.

I know that I alone am responsible for my own standard of professional performance and will take every reasonable opportunity to enhance and improve my level of knowledge and competence.

I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession... law enforcement.

GOOD SERVICE RECOGNITION

The Yorkville 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, please fill out the information below:

Employee's Name / Badge Number:

Date & Time of Incident:

Location of Incident:

Description of Employees Action:

Your Name & Cell Number (Optional)

Our Policy:

The Yorkville Police Department recognizes that maintaining professional conduct requires a review process that will insure the Department's integrity and maintain public confidence. The Citizens Complaint Policy of the Yorkville Police Department reviews all complaints against its members and properly adjudicates 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 employee 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 the allegations.

Who may complain:

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

Responsibility – Ours & Yours:

The Yorkville Police Department views all citizen complaints against its employees very seriously and actively pursues investigations into misconduct. For this reason, it is important for us to ensure that the complaint is based on fact. False reporting in an attempt to unjustly subject a police employee to undeserved discipline or slander, or place his/her employment in jeopardy, can result in the filing of criminal charges and/or civil action.

WHEN DOES THE POLICE CHIEF REVIEW CASES?

The Chief of Police reviews ALL complaints to assure the results are complete and fair.