

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 (optional), 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.

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