



# GLENDALE HEIGHTS POLICE DEPARTMENT

## MISSION STATEMENT:

*Working in partnership with  
our community to maintain  
safe and secure  
neighborhoods, reduce crime,  
and improve the quality of life  
for our citizens through  
ethical, courteous and  
professional police service*

# COMPLIMENT AND COMPLAINT PROCEDURES



## The Six Pillars of Character:

Trustworthiness  
Respect  
Responsibility  
Fairness  
Caring  
Citizenship

### Glendale Heights Police Department

Michael S. Marron, Chief of Police  
300 Civic Center Plaza  
Glendale Heights, IL 60139

[police@glendaleheights.org](mailto:police@glendaleheights.org)

Phone (630) 260-6070

**Glendale Heights  
Police Department**

**630-260-6070**

## COMMENDATIONS

If you wish to commend the performance of a Police Department employee, a letter, note or email may be sent to the Chief of Police outlining the nature of the employee's actions. A copy of your letter will be given to the employee and placed in the employee's personnel file.

You may also telephone or stop in at the police department and speak to the supervisor on duty.

## COMPLAINT POLICY

The Glendale Heights Police Department shall accept and investigate all complaints regarding its service and personnel to determine the validity of the complaint. Upon completion of the investigation, the Department shall consider any recommended service changes and/or take proper disciplinary action against personnel for violations identified in the investigation. All complaint investigations shall be conducted in a timely, fair, impartial, and consistent manner maintaining the rights of all employees and citizens.

## HOW ARE COMPLAINTS MADE?

Throughout the year, members of the Police Department handle a variety of calls and have numerous contacts with the public. In some cases, individuals may feel that a member of the Police Department has treated them in a less than professional manner. If you feel that this has occurred, you can call 630-260-6070 or come to the Police Department and ask to speak to the sergeant or supervisor on duty.

At this time, the supervisor on duty may attempt to resolve the issue informally or through a formal internal investigation. This decision is based on the nature and scope of the complaint.

If a formal complaint is filed, the supervisor will ask you for a written statement. Under Illinois law, a formal complaint must be supported by a sworn affidavit.

## WHAT HAPPENS WHEN A COMPLAINT IS FILED?

Once a complaint is filed, it will be forwarded to the Deputy Chief of Police who will then assign it for investigation. The investigation process should take no longer than thirty days; however, the investigator

may be given an extension if the Deputy Chief agrees it is justified. You will be kept informed of the status of the investigation and you will be advised of the outcome.

If the complaint is found to be true, the department member may be disciplined at the discretion of the Chief of Police. One or more of the following disciplinary actions may be taken:

- Counseling.
- Reprimanding the member.
- Suspending the member without pay.
- Recommending the member be terminated.

## NOTICE

If the complaint was knowingly false or intended merely to embarrass or discredit the employee, criminal charges may be sought against the person filing the complaint.