



GLENDALE HEIGHTS POLICE DEPARTMENT

MISSION STATEMENT:

*To serve and protect our
community while enhancing
trust through professional
police services.*

COMPLIMENT AND COMPLAINT PROCEDURES

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The Six Pillars of

Character:

- Trustworthiness
- Respect
- Responsibility
- Fairness
- Caring
- Citizenship

Glendale Heights Police Department

George Pappas, Chief of Police
300 Civic Center Plaza
Glendale Heights, IL 60139

police@glendaleheights.org
Phone (630) 260-6070

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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 may ask you for a written statement.

WHAT HAPPENS WHEN A COMPLAINT IS FILED?

Once a complaint is filed, it will be forwarded to the 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 Chief of Police 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.