

How long will the investigation take?

Minor complaints are often handled immediately. As a general rule, the investigation of serious charges should be concluded within thirty days unless circumstances necessitate additional time.

Will I be notified of the results of the investigation?

Once the investigation has been concluded, the Chief of Police will inform you in writing of the results, only if you have identified yourself when making the complaint.

What if I am not satisfied with the results of the department's investigation?

You may contact the Chief of Police to discuss the matter, meet with the Village Manager, or in the case of possible criminal violations, contact the office of the Lake County State's Attorney.

What if I file a false complaint?

If you believe the complaint to be valid and the officer is ultimately exonerated, the case will be ended. However, if it is determined that the complaint was false and malicious, you may be subject to criminal charges or a civil suit by the accused department member.

GRAYSLAKE POLICE DEPARTMENT

Citizen Complaint Procedure

"Making People Safe"

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Citizen Complaint Procedure

It is the policy of the Grayslake Police Department to promptly investigate allegations of wrongdoing by department members and to take appropriate action as to discipline, policy change or exoneration.

A Complaint means that someone is dissatisfied with our performance. If we are doing something wrong, the complaint will help the department recognize and ultimately rectify the wrongdoing.

It is the intent of the Grayslake Police Department to provide its residents with only the highest quality law enforcement services.

How do I initiate a complaint against an officer?

A complaint may be initiated in person, by telephone or by letter. Complaints can be filed 24 hours a day with the Police Watch Supervisor. During regular working hours, other administrative personnel are also available to take a complaint.

If I am under 18 years old, do I have a right to file a complaint?

Yes, just have a parent, legal guardian, or a responsible adult present with you.

Must I give my name to file a complaint?

No. However, anonymous complaints can be very difficult to investigate and thus the conclusion might not be what you expected. The success of the investigation may depend on your availability for follow-up information.

Will the officer know that I have made a complaint?

Yes, the officer will be advised of the allegations made against him or her and, if the complainant has identified himself, the identify of the person making the allegation will provided to the officer.

Who is responsible for investigation the complaint?

The Chief of Police is responsible for the administration of internal investigations. Investigation of serious accusations are ordinarily conducted by a police supervisor outside the employee's chain of command. The Department may also utilize other agencies to investigate criminal conduct allegations against the officer.

What will happen to the officer?

If the investigation shows misconduct, the officer will be disciplined according to the seriousness of the rules violation. Disciplinary actions range from verbal reprimand to suspension or in extreme cases, termination. If the allegation is criminal in nature, the case will be presented for prosecution. Other appropriate remedies include policy change and retraining.

Need I be concerned about possible retaliation for making a complaint against and officer?

Absolutely not!

It is essential the public confidence be maintained which enhances the ability of the Department to investigate and properly adjudicate complaints against its member.