

Grayslake Police Department

Citizen Complaint Procedure

10 South Seymour Street
Grayslake, IL 60030

Phone: 847-223-2341

www.villageofgrayslake.com



"Making People Safe"



The Grayslake Police Department strives to provide its residents with only the highest quality of community focused law enforcement services. It is the policy of the Grayslake Police Department to promptly investigate complaints regarding department members and to take appropriate action as to discipline, policy change or exoneration.

Each employee of the Grayslake Police Department understands that the integrity of the organization depends upon the personal integrity and discipline of its members. We believe it is essential to maintain an open system of review that ensures objectivity, fairness and justice through an impartial investigation of facts. To the Police Department, a complaint means that someone is dissatisfied with our performance. If we are doing something wrong, a complaint will help the department recognize and ultimately rectify any wrongdoing. It can also provide a basis for the change in police operations to improve service to our customers.

All of our employees are carefully recruited and extensively trained to meet national and state standards and to perform their duties in a professional manner. We strive to treat everyone with courtesy, consideration and dignity.

It is the Police Department's intent to have a Citizen Complaint Procedure that is accessible to its customers by allowing for the making of complaints in many ways.

See the following Frequently Asked Questions for information on how to make a complaint and how the department will proceed to handle your complaint.

Police Citizen Complaint Procedure - Frequently Asked Questions

How do I initiate a complaint against an officer?

The Police Department provides a number of ways to file a complaint. A complaint may be initiated in person during regular working hours, by telephone, by letter or by downloading and completing the online form available at the following link: <https://form.jotform.com/201674774423054>.

If I want to call in my complaint how would this be handled?

At any time a complaint can be made to the on-duty police watch commander by calling (847-223-2341). Communications personnel will take your contact information and the watch commander, or another supervisory person, will contact you.

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

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

Must I give my name to file a complaint?

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

Will the officer know that I have made a complaint?

Yes. The officer will be advised of the allegations you have made and, if the complainant is not anonymous, the identity of the person making the allegation will be provided to the officer.

Who is responsible for investigating the complaint?

The Chief of Police is responsible for the administration of internal investigations.

Complaints Generally: Investigations of serious accusations are ordinarily conducted by a police supervisor outside the employee's direct chain of command.

Criminal Conduct: The Police Department typically utilizes other agencies, independent of the police department, to investigate these types of complaints. These can be referred to the state's attorney's office.

Use of Force Complaints: Each of these complaints are ordinarily conducted by the Chief of Police or designee. These investigations are always completed within established standards and by a person outside the employee's direct chain of command. Results of investigations of this type may be reviewed by the Village Board and/or Village Manager.

Customer Service: A citizen complaint of a customer service nature may be investigated and handled immediately by an on-duty supervisor. A report is provided documenting the complaint and its resolution.

What will happen to the officer?

If the investigation shows misconduct, the officer will be disciplined according to the seriousness of the violation. Disciplinary actions range from verbal reprimand to suspension or in extreme cases termination. If the allegation is:

1. Criminal in Nature: The case will be presented for prosecution to the Lake County States Attorney who decides on charges
2. Suspension/Termination Recommended: Complaints where an investigation results in a determination by the Chief of Police to recommend a suspension of over ___ hours or termination are referred to civilian members of the Grayslake Police Commission or an independent arbitrator in accordance with state statute and the officer collective bargaining agreement.
3. Customer Service: The on duty supervisor may take corrective action directly with the officer and report this to the Deputy Chief. Additional training and/or disciplinary action may also occur.

How long will the investigation take?

Minor customer service type complaints are often handled immediately by on-duty supervisors. As a general rule, the investigation of the use of force, criminal conduct or other serious allegations 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 or designee will inform you in writing of the results 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 directly to discuss the matter. A meeting with the Village Manager can be scheduled. The elected Village Board takes public comment through email or phone. In the case of possible criminal violations, you may also 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 when you make your complaint and the officer is ultimately exonerated, the case will be ended. However, if it is determined that you knew the complaint to be false and malicious when you made the complaint, you could be subject to criminal charge or a civil suit by the accused department member.

Do I need to be concerned about possible department retaliation for making a complaint against an officer?

No. Is it essential that public confidence be maintained to strengthen the Police Department to fully investigate and properly adjudicate complaints against its members.