

### Commendable Performance Recognition

The Skokie Police Department is proud of its members and believes that they provide a high quality of service to the public. If you would like to recognize the outstanding efforts of any of our employees, please fill out the information below:

Employee name/badge number:

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Date and time of the incident:

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Location of incident:

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Description of employee's actions:

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Your name, address, phone number (optional):

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## Skokie Police Department

### Mission Statement:

To proactively and professionally deliver law enforcement services to the people of Skokie in order to enhance the quality of life through the preservation of peace and order.



7300 Niles Center Road  
Skokie, IL 60077  
Phone: 847.982.5900  
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chief@skokie.org

# SKOKIE POLICE DEPARTMENT

Service \* Pride \* Dedication

## COMMENDATION AND COMPLAINT PROCEDURE

PHONE: 847.982.5900

## Our Policy

The Skokie Police Department recognizes that maintaining a relationship of trust and confidence with those we serve is essential to the accomplishment of our mission. Our policy is to recognize the superior achievements of our employees and to provide citizens with a fair and effective means of expressing legitimate complaints against them. We encourage your comments so we may continue to improve our services.

### *How can I commend an employee?*

You may commend any employee by verbally expressing your appreciation to his or her supervisor, by writing a letter or email to the Chief of Police ([chief@skokie.org](mailto:chief@skokie.org)) or by completing the Commendable Performance Recognition form on the back of the brochure. The employee will be advised of your compliments and any letter that you write will be placed in the employee's personnel file.

### *Who may complain?*

Any person who witnesses or had direct knowledge of police misconduct may file a complaint with the Skokie Police Department. A complainant does not need to be personally involved to do so.

### *How can I make a complaint?*

If you have a complaint, you may (a) call or visit the Skokie Police Department and ask to speak to a supervisor; (b) mail a letter to the Chief of Police; or (c) send an email to the Chief at [chief@skokie.org](mailto:chief@skokie.org). Any department member receiving a complaint/allegation against another member of the department shall direct that person to the supervisor on duty.

### *Responsibility- Ours and Yours:*

The Skokie Police Department views all complaints against its employees very seriously and actively pursues investigations into misconduct. For this reason, it is important for us to ensure that the complaint is based on fact and the person filing a complaint shall be asked to complete a Complaint Form detailing the incident. Persons making false complaints in an attempt to unjustly subject a police employee to undeserved discipline or slander or place their employment in jeopardy are subject to prosecution for disorderly conduct (720 ILCS 5/26-1(a)(4)) and for perjury (720 ILCS 5/32-2(a)).

### *What is the complaint procedure?*

In all aspects of the complaint process, the rights of the community, complainant, and the employee under investigation will be fully preserved. All investigations will be conducted in a fair, impartial, and in most cases timely manner (usually less than 30 days). The primary objective of this review process will be to determine the facts that will either support or disprove the allegations.

The supervisor receiving the initial complaint 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.

- A. Informal Complaints: Informal 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 or investigated by the employee's supervisor. In most cases, this will be completed within 30 days unless extenuating circumstances warrant an extension.

- B. Formal Complaint: Upon receipt of a formal complaint (a direct violation of criminal law or a serious violation of departmental policy), the supervisor will forward the Complaint Form to the Office of Professional Standards/Internal Affairs Commander to conduct an investigation of the complaint. All parties involved will be interviewed and all evidence will be collected/examined in accordance with court approved procedures. The results of the investigation will then be forwarded via the chain of command to the Chief of Police to ensure proper procedures.

The Department will make an effort to keep you advised of the progress of the investigation. Once the investigation is completed, you will be notified of the results.

### *Will the employee be told that a complaint has made against them?*

Yes. Employees are entitled to know the nature of accusations.