



Decatur Police Department

707 W. South Side Drive

Decatur, IL 62521

(217) 424-2711



Citizen Complaint Packet

INFORMATION

The attached packet contains an information sheet of commonly asked questions about the Citizen Complaint process and the actual complaint form. The complaint process generally follows the listed process:

STEP 1

Ask for the Citizen Complaint packet at the Records Office of the Decatur Police Department, 707 W. South Side Drive, Decatur, Illinois. At this point, you may talk to the Police Supervisor on duty and tell him the nature of the complaint. He has authority to handle minor complaints at the initial contact.

To make a formal (written) complaint, you must fill out the complaint forms, listing specific allegations along with witnesses and return it to the Police Information Desk. (Forms may also be picked up at the office of the City Manager, 3rd Floor, Decatur Civic Center, #1 Gary K. Anderson Plaza).

STEP 2

Upon return of the complaint to the Decatur Police Department, the complaint will be received by the receiving Supervising Officer and a copy will be returned to you.

STEP 3

An investigation will be conducted and you will be notified of the disposition in approximately 10 days to 2 weeks depending on the complexity of the investigation. You will be notified if the investigation takes longer.

STEP 4

If you wish to appeal or bring further information concerning the complaint, you may request an interview with the Chief of Police. You may bring an advocate with you, (friend, family, etc.). You may not bring a committee with you, as this is an informal meeting and excessive numbers of persons tend to diminish effective communications.

STEP 5

If you feel that your complaint is not resolved at Step 4, you may contact the City Manager's Office to



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schedule an appeal interview at #1 Gary K. Anderson Plaza or phone 424-2801.

Frequently asked Questions:

1. What is a complaint?

A complaint is an expression of formal discontent or accusation made in a written or verbal form that alleges criminal conduct, misconduct, neglect of duty, corruptive activity, violations of rules or regulations of the Police Department or other violation of City of Decatur, Illinois, rules or regulations.

There are two types of complaints; a formal written complaint or a Citizen Communication. This package is for filing a formal written complaint.

Citizen Communication- If a citizen does not wish to file a formal written complaint they may make a Citizen Communication. To make a Citizen Communication the citizen just needs to speak with a Police Lieutenant or Sergeant and advise them of their concerns. You may call 217-424-2711 to speak with a Lieutenant or Sergeant. A Citizen Communication can be used to address issues such as: officer demeanor and minor policy violations. The supervisor can review the officer's in car video camera footage (if available). At a later date, the officer may be directed to complete a written memorandum outlining what his actions were and why. The Chief of Police will then make a determination on whether the officer's actions were justified and proper for the situation.

2. Can I talk to a police supervisor about my complaint?

YES. Police supervisors will speak to you about a complaint. It is not necessary for you to make a written complaint. See above describing the process for a Citizen Communication.

3. Does the complaint process address guilt or innocence?

NO. The complaint process is not intended to address an expression of dissatisfaction that SOLELY addresses guilt or innocence. That will be determined by a court of law. The complaint process will have NO impact upon pending court action.



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4. Is there a penalty for filing a false police report?

YES. Illinois Criminal Statutes, Chapter 720 ILCS 5/26-1 (4), provides that filing a false report with the police is a criminal offense. Also the same civil remedies available to citizens are available to police officers.

5. How is my complaint investigated?

The complaint is reviewed by the Chief of Police. The complaint is then assigned for investigation by a supervisor. Upon completion of the investigation, a recommendation is made to the Chief of Police for disposition. The Chief of Police may concur with the recommendation, modify the disposition or order further investigation.

6. Will I be notified of the disposition?

YES. You will be notified of the disposition within two weeks of making the complaint. If the investigation cannot be completed within that period, you will be informed of the status of the investigation at the end of the two week period.

7. Do I have the right to appeal?

YES. You may appeal the initial disposition by having a meeting with the Chief of Police. If you so desire, you may then appeal to the City Manager.

8. What happens if an employee is found to have acted wrongfully?

Aside from arrests arising out of criminal conduct, an employee may be subjected to the following processes if found to be in violation of the rules:

- He/she may be cited for additional training
- He/she may be verbally reprimanded
- He/she may receive a formal written reprimand
- He/she may be suspended from duty for up to 3 days by the Chief of Police



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- The Chief may file charges for suspension in excess of 3 days or seek dismissal before the Decatur Civil Service Commission.

Any disciplinary action against an employee must conform to City of Decatur rules, Police Department rules, union contracts in force, State Statutes, and local Civil Service rules.

9. Where do I file my complaint?

You may present your complaint in person to the Decatur Police Department, 707 W. South Side Drive, Decatur, Illinois, 62521.

10. How do I complete the complaint form?

Include on the complaint form your name, address and all contact phone numbers. You will be informed of the disposition of your complaint. Include in your complaint a statement in which you state the facts surrounding your complaint, to include the names and addresses of witnesses, names of officers and any additional information that would assist in a speedy investigation.



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Complete the below information as accurately as possible.

Complainant Name: _____ Phone Number: _____

Address: _____ City: _____ State: _____

Email Address: _____

Date of Involvement with Police: _____ Time of Involvement with Police: _____

Location of Involvement with Police: _____

Any associated Report Numbers: _____

Name of Officers Involved:

Officer's Name: _____ Badge Number: _____

Officer's Name: _____ Badge Number: _____

Officer's Name: _____ Badge Number: _____

Officer's Name: _____ Badge Number: _____

Witnesses:

Witness Name: _____ Phone Number: _____

Address: _____ City: _____ State: _____

Witness Name: _____ Phone Number: _____

Address: _____ City: _____ State: _____

Complainant's Signature: _____ Page ____ of ____



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Witnesses (Con't)

Witness Name: _____ Phone Number: _____

Address: _____ City: _____ State: _____

Specific Complaint:

Briefly describe the specific nature of each of your complaints. Separate each complaint to a numbered line. You do not have to use all lines. Example: Officer Smith used excessive force in taking John Doe into custody.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

Complainant's Signature: _____ Page ____ of ____

