

INSTRUCTION SHEET

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

You should request to speak with a police supervisor on duty, whether you are calling by telephone or if you are appearing in person at the Information Desk at the Rantoul Police Department, 109 E. Grove, Rantoul, Illinois. The police supervisor has the authority to handle minor complaints at the initial contact. To make a formal (written) complaint, you must fill out the complaint form, listing specific allegations along with witnesses and return it to the Police Information Desk.

STEP 2

Upon return of the complaint to the Information Desk, the complaint will be receipted by the receiving officer and a copy will be returned to you.

STEP 3

An investigation will be conducted and you will be notified of the disposition when the investigation is concluded.

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 Human Resource Director at 333 S. Tanner, Rantoul, Illinois.

INFORMATION SHEET

1. What is a complaint?

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

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 written complaint.

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.

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

YES. Illinois Criminal Statutes, Chapter 38, Sec. 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 30 days 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 Human Resource Director.

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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 day by the Chief of Police
- The Chief may file charges for suspension in excess of 3 days or seek dismissal before the Rantoul Civil Service Commission
- In certain circumstances policies and procedures may be revised as a result of the complaint.

9. Where do I file my complaint?

You may present your complaint in person, or mail your complaint to the Rantoul Police Department, 109 E. Grove, Rantoul, Illinois 61866 and/or you may call the Rantoul Police Department, (217) 892-2103.

10. How do I complete the complaint form?

Include on the complaint form your name, address and phone number. 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.

**RANTOUL POLICE DEPARTMENT
CITIZEN COMPLAINT**

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Completely fill out this form listing times, dates and complete witness information. The form will be receipted and you will then retain your copy. Please print neatly.

NAME: _____ ADDRESS: _____ PHONE: _____

DATE OF INCIDENT: _____ TIME OF INCIDENT: _____ LOCATION: _____

STATEMENT:

COMPLAINANT _____
SIGNATURE

Date & Time Received: _____

Officer
Forwarded by: _____

- cc:**
1-Original Investigation
2-Complainant Copy

RANTOUL POLICE DEPARTMENT
CITIZEN'S REPORT / FACT SHEET
CONCERNING A POLICE EMPLOYEE

COMMENDATION
 COMPLAINT

COMPLAINT# _____
 CITIZEN FACT SHEET

DATE REPORTED _____ TIME _____

NAME _____ PHONE _____

ADDRESS _____

BEST TIME TO RETURN CALL _____

APPOINTMENT TO SEE _____

DATE _____ TIME _____

TYPE OF
INCIDENT _____

DATE AND TIME OF
INCIDENT _____

LOCATION _____

PEOPLE
INVOLVED _____

TYPE OF REPORT (CHECK ONE)

O-FILE _____ IVC _____

ACCIDENT _____

CALL FOR SERVICE NUMBER _____

COMMAND OFFICER OF
EMPLOYEE
INVOLVED _____

CHECK COPY TO: CHIEF OF POLICE _____
 DEPUTY CHIEF _____
 LIEUTENANT _____
 OTHER _____

PERSON TAKING REPORT / CALL

Complaint# _____

REPORT OF FACTS BY SUPERVISOR OR COMMAND OFFICER

Complaint: _____

(May use additional paper.)

Complaint Category: (check applicable category)

- Unreasonable Use of Force
- Criminal Misconduct
- Rule or Policy Violation

- Officer Demeanor / Attitude
- Policy Failure
- Other

DISPOSITION RECOMMENDATION

I have this date, _____, completed the investigation of the above complaint and submit my findings and recommendation as cited above.

Shift Commander or Supervisor

DISPOSITION AS DETERMINED BY CHIEF OF POLICE

SUBSTANTIATED

UNFOUNDED

NOT SUBSTANTIATED

EXONERATED

POLICY FAILURE

TRAINING NEED

Complainant notified of findings or progress: Date _____

By: _____

The complainant will be notified within two weeks of receipt of the complaint the status of the investigation by the Employee's Commander or Supervisor.