



VILLAGE of
Rantoul



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Chief of Police

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CITIZEN COMPLAINT FORM INSTRUCTIONS

It is the policy of the Rantoul Police Department to receive and investigate citizen complaints regarding the department or its employees. The objective of the policy is to provide citizens with a fair and effective avenue to redress their legitimate grievances against the police department or its employees, to protect employees from false allegations of misconduct and to provide both citizen and employee with due-process safeguards.

Use this form to file a complaint against a Rantoul Police Officer or member of the Rantoul Police Department. Please fill out completely. The form, which serves as an affidavit and notifies that filing a false complaint information could subject the complainant to criminal and civil liability, must be signed in order for the matter to be investigated as a formal complaint. Absent a signed affidavit, the complaint may be investigated as an informal complaint, in which the complainant forfeits the written notification of disposition.

Upon completion of this form, you should request to speak with a police supervisor on duty if you are appearing in person at the Rantoul Police Department, 109 E. Grove Ave., Rantoul, Illinois. The police supervisor has the authority to investigate minor complaints at the initial contact. Complaints received through the mail, electronically, or over the telephone will be referred to the appropriate supervisor. To formalize the complaint, we will be required to contact you in person. **Failure by the complainant to cooperate** with this process will result in the matter being investigated as an informal complaint. In such cases the complainant forfeits the written notification of disposition.

The Rantoul Police Department will conduct an internal investigation into the allegations. Upon reviewing the results of the investigation, the Chief of Police will issue departmental findings. The Chief of Police will forward notification via certified mail of departmental findings to the complainant of formal complaints. After receiving the Chief's determination, you will have thirty (30) days in which to submit an appeal form to the Village Administrator. The Administrator will conduct an appeal hearing within forty-five (45) days. You will be notified of the hearing date at least ten (10) days prior to the date. At the appeals hearing, you will have an opportunity to tell the Administrator why you disagree with the Chief's decision.

Frequently Asked Questions:

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. **Who can file a complaint?**

A complaint may only be filed by individuals who have first-hand knowledge of alleged misconduct by a Rantoul Police Officer or department employee, except that minors must be represented by a parent or guardian.

3. **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. Minor grievances and disagreements are often settled through cooperative discussions.

4. **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.

5. **How is my complaint investigated?**

The complaint is reviewed by the Chief of Police. The complaint is typically 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, if the matter is being investigated as a formal complaint. You will be notified of the disposition within 30 days of the final review by the Chief of Police. Citizen complaints will be investigated with due diligence and should be completed in a reasonable amount of time, usually 30 to 40 days. However, if the complaining party is charged with a criminal offense associated with the investigation, the investigation may be suspended until the completion of the criminal proceedings.

This notice shall indicate the findings, however, will not disclose the amount of discipline, if any imposed.

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 Mayor's office.

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, the employee may be subject to the following measures:

- Participation in additional/remedial training
- Verbal reprimand
- Written reprimand
- Suspensions without pay
- Discharge

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 from 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

11. **Is there a time limit for filing a complaint?**

Yes. Individuals who are physically able, **must file complaints within 45 days** of the incident giving rise to the complaint. Individuals who are not physically able to file, must file complaints within 15 days of the date that they are physically able to file.