# How to File a Complaint:

All complaints made against the Department or its members will be investigated, including anonymous complaints. Complaints are generally filed with any Police Department Supervisor. A complaint may initially be filed in person, by mail, email or telephone. Allegations of a serious nature may require that a Police Department investigator discuss the events in question with a personal interview.

**What is the Complaint Procedure:** Any Department member receiving a complaint/allegation against another member of the Department shall direct that person to the Supervisor on duty. The Supervisor receiving the initial complaint will accomplish the following:

1. Record how the complaint was received and information pertinent to the complaint and if provided, record the complete name, address, home and work phone numbers of the complainant and witnesses. This information will be recorded on the appropriate Department form.
2. The Supervisor 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.
3. Minor Complaints: Minor 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 by the Supervisor receiving the complaint if he/she is able to resolve the matter at that level. If the Supervisor is unable to resolve the matter, he/she will forward the complaint to the next highest-ranking officer who will assign an employee to investigate the complaint. The Supervisor receiving or initiating the complaint will comply with all departmental requirements regarding the investigation of citizen complaints.
4. Major Complaint: Upon receipt of a major complaint (a direct violation of criminal law or a serious violation of Department policy) the following process will be followed. The Supervisor will log the complaint using the appropriate Department format which will be forwarded to the division’s commanding officer for assignment of personnel to conduct an investigation into the complaint. All parties involved will be interviewed and all evidence will be collected and examined in accordance with court approved procedures. The results of the investigation are forwarded to the officer’s division commander for review to ensure proper procedures were adhered to. The results of the investigation are then forwarded to the Chief of Police for final review and approval of the disposition of the investigation which may include exoneration or disciplinary action.

# Who May Complain:

Any citizen who witnesses or has direct knowledge of police conduct may file a recognition or complaint with the Oswego Police Department. A citizen need not be personally involved to do so.

# What You Will Be Told:

City, state and federal laws govern an employee’s privacy rights. You will be notified of the findings of the investigation.

**Other Agencies You May Contact:** Kendall County States Attorney Office (630)553-4157.

Oswego Police Department

How to File Good Service Recognition Letters and Complaints



**To Serve and Protect with Dignity and Respect**

**Jason Bastin**

 **Chief of Police**

**Oswego Police Department MISSION**

**To Serve and Protect**

**With Dignity and Respect**

**LAW ENFORCEMENT CODE OF ETHICS**

“AS A LAW ENFORCEMENT OFFICER, my fundamental duty is to serve mankind; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional Rights of all men to liberty equality and justice.

I WILL keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my Department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I WILL never act officiously or permit personal feelings, prejudices, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear of favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I RECOGNIZE the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession…law enforcement.”

#  You may use this section to file a good service recognition or to file a complaint.

**Employee’s Name / Badge Number:**

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 **Date and Time of Incident:**

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 **Location of Incident:**

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**Description of employee’s action:**

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**Your Name and Telephone (optional)**

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# Our Policy:

The Oswego Police Department recognizes that maintaining professional conduct requires a review process that will ensure the Department’s integrity and maintain public confidence. The Oswego Police Department reviews all recognition letters and complaints filed on its members. All complaints will be investigated with objectivity, fairness, and honesty, and be properly adjudicated.

In all aspects of the citizen complaint process, the rights of the community, its citizens and the employee under investigation will be fully preserved. The primary objective of the review process will be to determine the facts that will either support or disprove the allegations.

# Responsibility - Ours & Yours:

The Oswego Police Department views all citizen complaints against its employees very seriously and actively pursues investigations into misconduct. Occasionally mistaken or deliberate false reports and accusations are made against members. For this reason, it is important to ensure that the complaint is based on fact. The depth of the investigation is dependent upon the extent of information available.