

# CARPENTERSVILLE POLICE DEPARTMENT

## COMMENDATION AND COMPLAINT PROCEDURE



Village of Carpentersville  
1200 L.W. Besinger Drive  
Carpentersville, IL 60110-2099  
847-551-3481  
<http://vil.carpentersville.il.us>

*The Carpentersville 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 grievances against them. We encourage your comments so that we may continue to improve our services.*

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

You may commend an employee by verbally expressing your appreciation to his or her supervisor, or by writing a letter or sending an email message to the Chief of Police at the address shown in this pamphlet. The employee will be advised of your compliments, and any letter that you write may be placed in the employee's permanent personnel file.

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

If you have a complaint, you may (1) call or visit the Police Department and ask to speak to a supervisor; (2) mail a letter to the Chief of Police; or (3) send an email message to the Chief at [apopp@vil.carpentersville.il.us](mailto:apopp@vil.carpentersville.il.us).

### ***What happens after I make a complaint?***

First-line supervisors handle certain types of complaints, while command staff members investigate others. Your complaint will be forwarded to the appropriate supervisor for action, and this supervisor will contact you concerning your complaint.

If your complaint is not resolved to your satisfaction at the initial level, the supervisor

investigating your complaint will inform you of the procedures for filing an official complaint.

The Chief of Police assigns command staff members to investigate official complaints. You will be kept apprised of the status of the investigation, and, upon its conclusion, you will be notified of the findings. If your complaint is sustained, the Police Department may take disciplinary action against the employee. This includes measures ranging from counseling and retraining to suspension, termination of employment, and criminal prosecution.

### ***What is the law concerning making a complaint against a police officer?***

Complaints against sworn police officers must be supported by a sworn affidavit, in accordance with 50 ILCS 725/3.8(b).

Persons making false complaints are subject to prosecution for disorderly conduct under 720 ILCS 5/26-1(a)(4) and for perjury under 720 ILCS 5/32-2(a).

### ***Will the employee be told that I have made a complaint against him or her?***

Yes. Employees are entitled to know the nature of accusations made against them and the identity of the person making the complaint.

### ***What happens if I refuse to give my name?***

The Police Department will accept anonymous complaints for review. However, these may not be investigated if insufficient information is provided, or if they cannot be substantiated for lack of witnesses or other evidence.