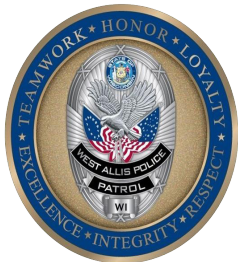


Commending Performance

The members of the West Allis Police Department strive to provide the best police service available. Chief Patrick Mitchell would like to be notified of exceptional service provided by any members of the West Allis Police Department. The best way to commend the actions of a West Allis Police Department employee is to write a letter describing the incident and the actions that you thought were exceptional. Information such as the date, time, and location will help to identify the employee if you do not know his or her name. If you choose not to write, you may ask to speak with the employee's supervisor and make a verbal commendation.

Commendations received by the Chief of Police are forwarded to the employee with a copy placed in his or her personnel file. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated. Feedback like this lets us know if we are doing a good job. The West Allis Police Department is committed to providing the best service possible. Citizen comments are important in helping us achieve this goal.

Any recommendations or suggestions on how to improve police service are always welcome. Please direct all comments to:



Chief Patrick Mitchell
West Allis Police Department
11301 W. Lincoln Avenue
West Allis, Wisconsin 53227

Mission

The West Allis Police Department's mission is to enhance the quality of life in our community through the protection of life and property, fair and unbiased law enforcement and community partnerships.

Vision

The vision of the West Allis Police Department is to provide the best possible opportunity in which to live, work and raise a family in a safe community, by minimizing both the reality and perception of crime.

West Allis Police Department

11301 W. Lincoln Avenue
West Allis, Wisconsin 53227
Phone: (414) 302-8000
Fax: (414) 302-8099



West Allis Police Department COMMENDATION AND COMPLAINT PROCEDURE



Citizen Guide

For use by citizen to file a commendation for or a complaint concerning a Police Department Employee

How to Make a Complaint

The first step is to call, write or come in person to request a complaint form. Forms can also be obtained on the City of West Allis website (www.westalliswi.gov) by selecting *Police Department*, then *Forms & Reports*. A complaint may be made ANY time of day or night. You may come in person to address your concern with a supervisor, if you wish.

Mailing Address: West Allis P.D.
Professional Standards
11301 W. Lincoln Avenue
West Allis, WI 53227
(414) 302-8070

Investigation Procedure

If you wish to speak with a supervisor, the person receiving your concern will ask you to provide as much information as possible regarding the incident. If you were involved in or witnessed the incident, it is extremely important to the investigation that a statement be obtained from you. If your concern stems from an arrest or citation issued to a family member or yourself, it may not be investigated until the legal matter has been settled.

Depending on the circumstances of your concern, it may be investigated in one of two ways. It will either be forwarded to the employee's supervisor for inquiry or to the Professional Standards Division for investigation.

Each investigation is examined on its own merits. Formal investigation typically require investigators to contact witnesses, including department members, examine relevant physical evidence, and gather information pertinent to each allegation made in the complaint.

The Chief of Police will render a finding in each case. There are seven possible findings:

Sustained: The investigation disclosed enough evidence to clearly prove the allegation.

Not Sustained: The investigation failed to reveal enough evidence to clearly prove or disprove the allegation.

Exonerated: The act which proved the basis for the complaint did occur; however the investigation revealed the act was justified, lawful and proper.

Unfounded: The investigation has produced sufficient evidence to prove that the act or acts alleged did not occur. This finding shall also apply when individual personnel named in the complaint were not involved in an act.

No Finding: The investigation cannot proceed because the complainant failed to disclose promised information to further the investigation; or the complainant wishes to withdraw the complaint; or the complainant is no longer available for clarification. This finding may also be used when the information provided is not sufficient to determine the identity of the officer(s) or employee(s) involved.

Police Failure: The investigation reveals that the allegations are true, however, the employee was acting in accordance with established Department standards and/or directives in need of revision.

Administrative Closure: The investigation is older than 120 days and does not involve alleged criminal activity or investigators cannot make contact with complainant for 30 days from the issuance of the complaint.

Notification

You will be notified of the findings at the conclusion of the investigation.

When a finding of "Sustained" is determined, corrective action will be taken. Discipline may include but is not limited to counseling, training, and action up to and including termination.

If your complaint is sustained and punitive discipline is imposed, the employee has appeal rights. Therefore, you may be required to testify at one or more administrative proceedings.

Anonymous Complaints

Complaints of an anonymous nature will be handled informally and in compliance with Department Standards and Directives.

Summing Up

Your valid concerns and criticisms help us protect the community from possible misconduct by employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.

Filing a False Complaint

Pursuant to Wisconsin Statutes Section 946.66(2), whoever knowingly makes a false complaint regarding a law enforcement officer is subject to a Class A forfeiture.



Patrick A. Mitchell

Chief of Police