



## St. Charles Police Department Citizen Commendation/Complaint

Citizen communications regarding the performance of our personnel are always welcomed by the St. Charles Police Department. We are always pleased when we are told that a Department employee's performance was outstanding, and we need to know when an employee did not meet your expectations.

**ALL COMMENDATIONS ARE REVIEWED.** Recommendations will then be made to the Chief of Police for recognition.

**ALL COMPLAINTS ARE INVESTIGATED** to the extent allowed by available information. Follow up investigation may require a Supervisor or the Office of Professional Standards to contact you. Complaints of a minor nature are normally investigated at the level of the employee's first or second line Supervisor. The Office of Professional Standards investigates complaints of a more serious nature. The complainant, witnesses, and the employee will be interviewed. Any body camera audio and video as well as any other media available will be reviewed. All parties involved may be required to submit to a polygraph examination before the investigation progresses. The results of the investigation are then forwarded to the Chief of Police. If the complaint is sustained, the Chief will, in some manner ranging from retraining to dismissal, discipline the employee. Regardless of the outcome of the complaint the complainant will be notified in writing of the results of the investigation.

If the investigation reveals the complaint was made maliciously, in bad faith, or with the knowledge that the accusation was false, steps shall be taken, whenever appropriate, to prosecute the complainant for making a false police report. Department employees may also seek redress, through the civil courts, to allegations that the complainant knows to be false, malicious or contrived.

Commendations or Complaints may be registered in person at the Police Department (1781 Zumbahl Road, St. Charles, MO 63303), by telephone (636-949-3300), or by using the form attached:



## Citizen Commendation/Complaint

Commendations/complaints may be made anonymously. However, providing this information assists in reviewing the incident/conducting the investigation. To evaluate any commendation, or to investigate any complaint, the following information is requested.

Reporting Party Name: \_\_\_\_\_

Reporting Party Address: \_\_\_\_\_

Reporting Party Contact Information:

Cell \_\_\_\_\_ E Mail: \_\_\_\_\_

Home \_\_\_\_\_ Work \_\_\_\_\_

Name of Employee(s) Involved: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date the Incident Occurred: \_\_\_\_\_

Time the Incident Occurred: \_\_\_\_\_

Specific location the Incident Occurred: \_\_\_\_\_

Did the incident involve you or a third party: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR COMPLAINTS AGAINST EMPLOYEES, PLEASE COMPLETE THE FOLLOWING:**

Having read and understood the aforementioned information regarding the filling and processing of a complaint against an employee of the City of St. Charles, Missouri, Police Department, I, \_\_\_\_\_, the complainant, do agree to submit to a polygraph examination, relative to my complaint, if deemed necessary.



## Citizen Commendation/Complaint Narrative

Please describe the incident in detail.

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Use additional pages if necessary*