

# Citizens Guide to the Commendation & Complaint Process

## WHAT HAPPENS WHEN I COMPLAIN ABOUT A POLICE DEPARTMENT EMPLOYEE?

The Hutchins Police Department requires that all our police officers and employees maintain the highest standard of conduct and service.

## HOW DO I FILE A COMPLAINT?

You may call, write a letter, or come to the Public Safety Building and talk to one of the police department supervisors. If, after discussing your complaint with a supervisor, you wish to have a formal investigation, you will need to complete and sign a formal complaint form. The complaint form may be obtained from any police department employee or downloaded from our city website; [www.cityofhutchins.org](http://www.cityofhutchins.org)

## CAN SOMEONE UNDER 18 YEARS OF AGE FILE A COMPLAINT?

Yes, however, we require a parent or guardian(s) to accompany the juvenile.

## WHAT WILL HAPPEN TO THE OFFICER OR EMPLOYEE?

It will depend on what the employee did or did not do. If the employee's actions were criminal, he or she could face the same consequences as any other citizen. If the actions were improper but not criminal, the Chief of Police may reprimand the employee. The reprimand can range from verbal counseling, written counseling, suspension from duty or termination from employment. When administering discipline, the Chief of Police considers the severity of the complaint and the past performance of the employee.

## WHO INVESTIGATES THE COMPLAINT?

All complaints are investigated thoroughly by the Internal Affairs Department. If a complaint is found to be valid, the Chief of Police will take steps to ensure that any deficiencies are corrected.

## WHAT HAPPENS AFTER THE COMPLAINT IS FILED?

You will receive a letter, an email, or a phone call from the Internal Affairs Investigator assigned for your complaint, advising you of the disposition of your complaint.

## ARE THERE ANY COMPLAINTS THAT WILL NOT BE INVESTIGATED?

The Hutchins Police Department will not investigate the lawfulness of any arrest or citation. The guilt or innocence of any criminal charge or traffic citation is determined only in court. If your complaint alleges that you were not advised of your Miranda Rights, this issue will also be determined in court. The Hutchins Police Department will not investigate any complaint received 180 days after the incident that gave rise to the complaint.

## THANK A POLICE DEPARTMENT EMPLOYEE

By the same token, many times our employees perform their duties in an outstanding manner, which in most instances is not mentioned or reported. If you have observed an outstanding act or service by an employee and feel the action should be noted, feel free to contact the police department by phone, in writing, or come to the Public Safety Building and ask to speak to a supervisor.