

Moraine Police Department Personnel Complaint Informational Guidelines

A police supervisor will generally be responsible for receiving the complaint, however all complaints will be courteously accepted by any department member and promptly given to the appropriate supervisor.

Although written complaints are preferred, the Department member will accept orally conveyed information and promptly notify the appropriate supervisor.

Personnel complaint forms are available 24 hours a day in the lobby of the City Moraine Municipal Building. The complaint forms are accompanied by sealable envelopes addressed to the Chief of Police. Complaints may be filed at any time with any member of the Department.

A contact/complaint form is also available on the Moraine Police Website and will be forwarded to the Chief of Police electronically. The online contact/complaint form is available 24 hours a day.

The Chief of Police will ensure the complaint is assigned to the appropriate supervisor for investigation or resolution.

Follow-up contact with the complainant should be made within 24 hours of the Department receiving the complaint when possible.

The appropriate supervisor will investigate the complaint in timely manner.

The department supervisor conducting the investigation will provide periodic updates to the complainant as appropriate.

The Chief of Police or the authorized designee will ensure that the complainant is notified of the disposition of the complaint.

The agency policy pertaining to personnel complaints is a public record and available upon request.

