



POLICE DEPARTMENT

COMMENDATION / COMPLAINT FORM

RICH LOCKHART
CHIEF OF POLICE

A Guide to the Citizen Commendation / Complaint Process

The Warrensburg Police Department is committed to providing quality service. We take this duty seriously and for that reason have adopted internal safeguards to discourage abuse of authority by our employees. Complaints regarding such abuses are vigorously investigated.

If you feel an employee of this department has acted in an abusive, disrespectful, discourteous, or otherwise unprofessional manner toward you or others, then you are encouraged to report that employee. A proper relationship between the police and the public they serve, fostered by confidence and trust is essential.

Responsibility – Ours and yours... The Warrensburg Police Department views all citizen complaints against employees very seriously and actively pursues investigations into misconduct. For this reason you must ensure that your complaint is based on fact and that you have provided us with all the facts to the best of your knowledge. The Warrensburg Police Department will forward any complaint found to be false to the Prosecutor's Office to determine whether the filing of charges against the complaining party is justified. Employees of the Warrensburg Police Department are not prohibited from seeking civil recourse in these matters if a complaint is found to be false.

Who investigates the complaint? Police Department Supervisors are charged with maintaining discipline and with overseeing the conduct of employees assigned to them. In most cases the employee's supervisor will conduct an investigation and report the incident through the chain of command for disposition. The Chief of Police may conduct serious investigations. Allegations of criminal activity may be referred to other appropriate law enforcement agencies. The person receiving your complaint will ask you to provide as much information as possible. If you were involved in or witnessed the incident, it is extremely important to the investigation that a statement is obtained from you.

Within 30 business days from the date you filed the complaint (excluding Saturdays, Sundays and state or federal holidays), you will be advised by letter or e-mail of the findings of the investigation and whether action will be taken. If the complaint is filed in connection with a pending criminal arrest, the response will not be provided until the final disposition of the charges by a court. You will not be told specific information that violates the employee's right to privacy or the exact nature of the action taken.

After the supervisor has interviewed all parties involved, the disposition will fall into one of the following categories:

Not Involved - The investigation established that the employee was not involved in or not present at the time the alleged incident occurred.

Unfounded - The act complained of did not occur or the allegation is false or not factual.

Exonerated - The act or incident did occur but was justified, lawful, and proper.

Not Sustained - The investigation failed to discover sufficient or substantial evidence to prove or disprove the allegation.

Sustained - Sufficient evidence was disclosed to justify a reasonable conclusion that the allegation is factual.

If a complaint is sustained, disciplinary action may be taken consisting of one of the following measures: oral reprimand, written reprimand, suspension without pay, demotion, or termination. In addition to any disciplinary action, the employee may be required to participate in developmental intervention and where appropriate remedial training to correct deficiencies.

Commendation / Complaint Form

How to file a Complaint:

1) In Person:

You may go directly to the Warrensburg Police Department located at 102 B South Holden St. to voice a commendation or file a complaint.

2) By telephone:

Call our main telephone number 660-747-9133 and ask to speak with the Officer's Supervisor in reference to a commendation or to file a complaint. After discussing the matter, you will be sent a Citizen Commendation / Complaint form to fill out and return.

3) By sending a letter to:

Rich Lockhart, Chief of Police

Warrensburg Police Department, 102 B South Holden Street, Warrensburg, MO 64093

4) Or by e-mail:

rich.lockhart@warrensburg-mo.com

We appreciate hearing from you when we provide you with quality commendable service and will address all complaints in an appropriate manner.

Sincerely,

Rich Lockhart, Chief of Police

I WISH TO SUBMIT:			
<input type="checkbox"/> a Commendation	<input type="checkbox"/> a Complaint	<input type="checkbox"/> an Inquiry	<input type="checkbox"/> a Suggestion
NAME (FIRST, MIDDLE, LAST)		DATE OF BIRTH	
ADDRESS (STREET,CITY, STATE, ZIP)			
HOME PHONE	WORK PHONE	CELL PHONE	E-MAIL ADDRESS
WITNESS NAME (FIRST,MIDDLE, LAST)		ADDRESS	TELEPHONE
LOCATION OF INCIDENT		DATE OF OCCURANCE	TIME
EMPLOYEE INVOLVED (NAME)		DESCRIPTION OF PERSON OR OTHER IDENTIFYING INFORMATION	
DESCRIPTION OF INCIDENT			
SIGNATURE OF PERSON MAKING STATEMENT OR COMPLAINT		WITNESS	
PERSON RECEIVING COMPLAINT		DATE	TIME