

# MACOMB POLICE DEPARTMENT

## COMPLAINT PROCESS AND PROCEDURE



JEFF HAMER  
INTERIM CHIEF OF POLICE  
MACOMB POLICE DEPARTMENT  
120 S. McARTHUR ST.  
MACOMB, IL 61455  
309-833-4505  
[www.cityofmacomb.com](http://www.cityofmacomb.com)

### Policy

It is the policy of the Macomb Police Department to accept, investigate and review **all** complaints of alleged misconduct or improper handling of an incident by all police personnel as expeditiously as possible. The Macomb Police Department recognizes the need for this process as a means to support trust and transparency with our community.

### Citizen Complaints

The mission of the Macomb Police Department is to work in partnership with the community to protect life and property, maintain public order, enforce laws and safeguard constitutional guarantees. Every police officer is expected to professionally serve the community without bias. A police officer must recognize their responsibility to serve the public to the best of their ability. Fair and impartial law enforcement respecting the dignity of all citizens is essential and must be accomplished with tact and diplomacy whenever possible.

### Complaint Review by Chief of Police

All complaints are reviewed by the Chief of Police, regardless of the recommendations. All investigations are also reviewed to ensure complete and fair resolution. The Chief also determines appropriate action to be taken, if any, and if any formal disciplinary actions are necessary.

### Citizen Complaint Process

If you wish to file a complaint or report a concern, we ask that you follow the procedures listed below:

- Request to speak with the on-duty shift supervisor.
- Complete a *Complaint Form* which can be obtained at the Department, City Hall and on our Department website located at [www.cityofmacomb.com](http://www.cityofmacomb.com). Please return the form by mail, fax, email or delivery to:  
120 S. McArthur St.  
Macomb, IL 61455  
Fax: (309) 836-2765  
[citizenconcerns@macombpolice.com](mailto:citizenconcerns@macombpolice.com)
- The *Complaint Form* must be signed. All complaints will be investigated, but unsigned forms may not result in formal discipline.

### Questions or Recommendations

The Macomb Police Department is committed to responding to the needs of the community through professional policing. Citizen cooperation and input is essential for the Department to succeed in this goal. If you have any questions or recommendations on how we can improve your police service, please contact the Macomb Police Department at (309) 833-4505 or by mail to 120 S. McArthur St., Macomb, IL 61455.

### Case Review and Disposition

All complaints are reviewed by the Chief and assigned to a supervisor to initiate the investigation. The investigator will interview any witnesses, collect pertinent documents and prepare a report summarizing the investigation. If the report indicates a finding of misconduct, a proposed disposition will be forwarded to the Chief of Police with a recommendation of discipline. Both the complainant and the officer will be notified of the disposition.

After a case has been reviewed and investigated, it is given one of the following five dispositions:

Unfounded: Investigation indicates no act of misconduct occurred, or that the misconduct was not by police personnel.

Exonerated: Acts as alleged did occur, but were justified, lawful or proper.

Not sustained: Investigation fails to discover sufficient evidence to clearly prove or disprove the allegations.

Sustained: Investigation disclosed sufficient evidence to clearly prove the allegations.

Sustained Misconduct Not Based on the Complaint: Investigation disclosed sufficient evidence to sustain misconduct not alleged in the complaint.

Policy Failure: Investigation finds the allegation is true but the action of the Department or Officer was consistent with Department policy.