

Our Mission & Vision Statement

Mission and Vision: Serve with Care, Protect with Confidence

Our Values Statement

Fulfilling Our Mission
the Bartlett Way



Bartlett Police Department

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Bartlett, Illinois 60103-4495
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Complaint & Compliment Procedures



Bartlett Police Department

630-837-0846

<https://www.bartlett.il.gov/government/police>



It is the policy of the Bartlett Police Department to receive and investigate complaints related to internal discipline in a manner that will assure the community of prompt corrective action when department members conduct themselves improperly and to protect the police department and its members from unwarranted criticism pursuant to the discharge of official duties.

How are complaints made?

Throughout the year, members of the police department handle a variety of calls and have numerous contacts with the public. In some cases, persons may feel that a member of the police department has treated them in a less than professional manner. If a person feels this has occurred, the person can come to the police department and ask to speak to the sergeant or supervisor on duty.

At this time, the sergeant or supervisor on duty may attempt to resolve the problem informally or through a formal internal investigation. This decision is based on the nature and scope of the complaint as well as the wishes of the complainant.

If the complainant wishes to file a formal complaint, the sergeant or supervisor on duty will assist the complainant in filling out

the proper paperwork. This complaint will be forwarded to the Deputy Chief of Support Services for assignment and investigation.

What happens when a formal complaint is filed?

Once a complaint is filed, it will be forwarded to the Deputy Chief of Support Services, who will then assign it to a supervisor for investigation. The investigation process takes approximately thirty days. You will be kept informed as to the status of the investigation and you will be advised in writing as to the outcome of the investigation.

If the complaint is found to be true, the department member may be disciplined at the discretion of the Chief of Police. One or more of the following disciplinary actions may be taken:

- ◆ Counseling
- ◆ Retraining
- ◆ Reprimanding the member
- ◆ Suspending the member without pay
- ◆ Demoting the member
- ◆ Recommending the member be terminated



What if I want to compliment a member of the department?

If you have the occasion to see a department member doing an outstanding job, the department would also like to hear about that. This can be accomplished by contacting the supervisor on duty or by sending a letter or email to the Chief of Police.

The members of the Bartlett Police Department are dedicated to serving you and the community.