



Compliment and Complaint Procedures

**Roselle Police Department
(630) 980-2025**

The Roselle Police Department is very proud of all the employees who, as a whole, make up our department. This brochure is your avenue to compliment one of our employees or to file a complaint against one of our employees.

Compliment an Employee:

If you wish to compliment the performance of a police department employee, you may do so by filling out the compliment form which is attached to this brochure; you can send a letter, drop a note in the U.S. Mail, call the employee's supervisor at (630)980-2025, or email the department with your compliment. Our email address is:

rosellepd@roselle.il.us

All complimentary letters will be directed to the chief of police who will review the letter and will assure your commentary message is delivered to the employee and to his/her supervisor.

Complaint Procedure:

The Roselle Police Department takes all complaints against our employees seriously; we shall accept and investigate all complaints regarding its service and personnel to determine the validity of the complaint. Upon completion of the investigation, the department shall consider any recommended changes to our policy and/or take the appropriate action against the named employee(s), (we must follow the Illinois Peace Officer Bill of Rights Act). All investigations shall be investigated in a timely, fair, impartial, and consistent manner, maintaining the rights of all employees and citizens.

If you have been issued a traffic citation, village ordinance violation, or were arrested, the Roselle Police Department will not accept complaints if you feel those actions were improper; these complaints or grievances should be argued in the appropriate court of law. Although, if the behavior of the employee is in question or you feel they may have violated department policy or procedure, we will accept those complaints and investigate them.

How are Complaints Filed?

Through the year, members of the Roselle Police Department handle a variety of calls and have numerous contacts with the public. In some of those instances, individuals may feel a member of the Roselle Police Department treated them unfairly or were treated unprofessionally. If you feel this occurred, you may contact the Roselle Police Department at (630) 980-2025 and ask to speak with the sergeant or watch commander.

The sergeant or watch commander will listen to your complaint and may attempt to resolve the complaint informally over the phone. We have found an explanation of the circumstances surrounding the call is enough to settle many situations. If the sergeant or watch commander is unable to satisfy the caller or, at the recommendation of the sergeant or watch commander, they may request you file a Complaint.

What Happens When a Complaint is Filed?

Once a complaint is filed, it will be forwarded to the chief of police who will then assign it for investigation. The chief of police will generate a letter to you, indicating the investigator assigned to the investigation and an Internal Affairs report number. Generally, an investigation takes no longer than 30 days; however, the investigator may be given an extension if the chief of police agrees it is justified. You will be kept informed of the status of your complaint and the eventual outcome.

If the complaint is found to be true (SUSTAINED), the department member may be disciplined at the discretion of the chief of police, or in the case of a non-sworn member, the village administrator. One or more of the following actions may be taken:

- Counseling Report
- Verbal Reprimand
- Written Reprimand
- Suspension Without Pay
- Recommend to Board of Police and Fire Commission for Termination

If we can be of further assistance, please do not hesitate to contact the Roselle Police Department at 630-980-2025.

Steve Herron, Chief of Police
103 S. Prospect Street
Roselle IL 60172
rosellepd@roselle.il.us - Phone: 630 980-2025

Law Enforcement Code of Ethics

AS A LAW ENFORCEMENT OFFICER, my fundamental duty is to serve the mankind, to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality, and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the faces of danger, scorn or ridicule; develop self-restraint and be constantly mindful of the welfare of others; honest in thought and deed both in my personal and official life.

I SHALL be exemplary in obeying the law of the land and the regulations of my Department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity, shall be kept ever secret unless revelation is necessary in the performance of my duty.

I SHALL never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I shall enforce the law courteously and appropriately without unnecessary force or violence and never accepting gratuities.

I RECOGNIZE the badge of my office as a symbol of public faith, and I accept it, as a public trust to be held so long as I am true to the ethics of police service. I shall constantly strive to achieve these objectives and ideals, dedicating myself before God and my chosen profession... law enforcement.

Roselle Police Department Mission Statement

The mission of the Roselle Police department is to work in partnership with the community, to protect human life, safeguard property, respect and preserve the rights of all individuals equally, and endeavor to enhance the quality of life for all the citizens of the Village of Roselle.

DEPARTMENT VALUES:

As members of the Roselle Police Department we practice;

Dedication

to the community, this Department, and each other;

Respect

for the community, each other, and ourselves;

Integrity

and our actions will reflect strict honesty;

Accountability

and will answer for our actions and inactions;

Moral Courage

and are steadfast in the face of ethical challenges

The sum of our values is Honor.



Roselle Police Department
Compliment Form

I, _____ of _____
(Print Name) *(Address)*

Would like to compliment _____, a member of the
Roselle Police Department, for a job well done, (described below):

(Add additional pages if needed)

Witness Name:	Witness Phone:
Witness Address:	

Name _____
Date

Address _____
Village/City

Phone Number



I, _____ of _____
(Print Name) *(Address)*

allege that _____, a member of the Roselle Police Department,
committed an act of misconduct/violation of the law as described below:

(Add additional pages if needed)

Witness Name:	Witness Phone:
Witness Address:	

Per 50 ILCS/725/3.8, it shall not be a requirement of a person filing a complaint against a sworn officer to have the complaint supported by a signed affidavit.

Optional:

Signature of Complainant

Date