

## Good Service Recognition

The Oak Brook Police Department is proud of its members and believes that they provide a high quality of service to the public. If you would like to recognize the positive efforts of any of our employees, please fill out the information below:

Employee's name/badge number:

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Date and time of incident:

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Location of incident:

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Description of employee's actions:

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Your name, address, phone number (optional):

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## Mission Statement

The Men and Women of the Oak Brook Police Department will provide the community with the highest quality of law enforcement services, preserve and protect the lives, property and constitutional guarantees of all persons with a commitment to professional excellence through loyalty, honor and teamwork.



### **Other agencies you may contact:**

### **LOYALTY...HONOR...TEAMWORK**

DuPage County State's Attorney Public Integrity Unit: (630) 407-8000

Illinois State Police, District 2: (847) 931-2405

Federal Bureau of Investigation: (312) 421-6700

# Commendation and Complaint Procedure



Oak Brook Police Department  
1200 Oak Brook Road  
Oak Brook, Illinois 60523  
(630) 368-8700

*James R. Kruger Jr.*  
Chief of Police



## Our Policy

The Oak Brook Police Department recognizes that maintaining a relationship of trust and confidence with those we serve is essential to the accomplishment of our mission. Our policy is to recognize the superior achievements of our employees and to provide citizens with a fair and effective means of expressing legitimate grievances against them. We encourage your comments so that we may continue to improve our services.

### ***How can I commend an employee?***

You may commend an employee by verbally expressing your appreciation to his or her supervisor, by writing a letter to the Chief of Police or completing the Good Service Recognition form on the back of this brochure. The employee will be advised of your compliments, and any letter that you write will be placed in the employee's personnel file.

### ***Who may complain?***

Any person who witnesses or has direct knowledge of police misconduct may file a complaint with the Oak Brook Police Department. A complainant need not be personally involved to do so.

### ***How can I make a complaint?***

If you have a complaint, you may (1) call or visit the Police Department and ask to speak to a supervisor; (2) mail a letter to the Chief of Police; or (3) send an email message to the Chief at [jkruger@oak-brook.org](mailto:jkruger@oak-brook.org). Any department member receiving a complaint/allegation against another member of the department shall direct that person to the supervisor on duty.

### ***Responsibility – Ours & Yours:***

The Oak Brook Police Department views all complaints against its employees very seri-

ously and actively pursues investigations into misconduct. For this reason, it is important for us to ensure that the complaint is based on fact and the person filing a complaint shall be asked to complete a Complaint Form detailing the incident. Persons making false complaints in an attempt to unjustly subject a police employee to undeserved discipline or slander, or place their employment in jeopardy are subject to prosecution for disorderly conduct (720 ILCS 5/26-1(a)(4)). The Police Department will take and investigate anonymous complaints to the best of their ability.

### ***What is the complaint procedure?***

In all aspects of the complaint process, the rights of the community, complainant and employee under investigation will be fully preserved. All investigations will be conducted in a fair and impartial manner. The primary objective of this review process will be to determine the facts that will either support or disprove the allegations.

The supervisor receiving the initial complaint shall make a determination as to the seriousness of the complaint. The procedure to follow will be based on the assessment of the seriousness of the allegation.

A. Minor Complaints: Minor complaints are those regarding a personality conflict, discourtesy or poor service which are not criminal in nature and are not major violations of departmental policies or procedures. These may be handled by the supervisor receiving the complaint if the supervisor is able to resolve the matter at that level. If the supervisor is unable to resolve the matter, the supervisor will forward the complaint to the next highest ranking officer who will as-

sign an employee to investigate the complaint.

B. Major Complaint: Upon receipt of a major complaint (a direct violation of criminal law or a serious violation of department policy), the supervisor or officer-in-charge will forward the Complaint Form to the division's commander for assignment of personnel to conduct an investigation into the complaint. All parties involved will be interviewed and all evidence will be collected and examined in accordance with court approved procedures. The results of the investigation will be forwarded to the officer's division commander for review to ensure proper procedures.

You will be kept apprised of the status of the investigation and, upon its conclusion, you will be notified of the findings by the Chief of Police.

### ***Will the employee be told that I have made a complaint against him or her?***

Yes. Employees are entitled to know the nature of accusations made against them.