

COMPLAINT DISPOSITIONS

Anonymous complaints will be accepted. However, you cannot be informed of the complaint disposition if you choose to remain anonymous and we have no means to contact you. After a thorough investigation, the complaint will be classified into one of the following dispositions:

1. **Unfounded:** When the investigation discloses that the alleged act(s) did not occur or did not involve department members.
2. **Exonerated:** When investigation discloses that the alleged act occurred but that the act was justified, lawful, and/or proper.
3. **Not Sustained:** When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.
4. **Sustained:** When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

FINAL DETERMINATION ABOUT THE DISPOSITION OF ANY COMPLAINT, AND ANY SANCTIONS TAKEN AS THE RESULT OF SUSTAINED ALLEGATIONS, WILL BE MADE BY THE CHIEF OF POLICE.

Mission Statement

The Village of Montgomery Police Department is committed to providing exceptional public service by protecting the life, liberty and property of citizens in the Village. We strive to build community partnerships that preserve public trust, foster mutual respect, and enhance the quality of life for all.

Values

Members of the Montgomery Police Department are committed to our citizens and to each other. We will:

- **Be courteous.** We will on all occasions be courteous and considerate toward all members of the public and to each other.
- **Be honest.** We will base our integrity on truthfulness and will tell the truth on all records, statements and testimony.
- **Respect diversity.** We will treat the public and each other the same, regardless of sex, race, religion, age, sexual orientation, ethnicity, disability or national origin.
- **Emphasize integrity.** We will be honest, morally upright and sincere in the use of the power and authority that has been given to us.
- **Foster cooperation.** We will help each other succeed by assisting each other at every opportunity by following the highest standards and best practices of the law.

Core Strategies

- Public service
- Policies and procedures
- Community orientated
- Harmonious work environment
- High quality of life



**CITIZEN
COMPLIMENT &
COMPLAINT PROCEDURES**

**INFORMATION ON HOW
CITIZENS CAN
COMPLIMENT OR FILE
COMPLAINTS ON
MONTGOMERY POLICE
DEPARTMENT EMPLOYEES
AND HOW THOSE
COMPLIMENTS OR
COMPLAINTS ARE HANDLED**

**MONTGOMERY POLICE
DEPARTMENT
10 Civic Center Avenue
Montgomery, IL 60538
PH#: (630) 897-8707
FAX (630) 897-6320**

COMPLIMENTING AN EMPLOYEE

There are times when employees go above and beyond their call for duty. Law Enforcement employees, like everyone else, appreciate when their good deeds are noticed. Too often they are remembered for the traffic tickets they issue or the arrests they must make, and not for the thousands of helping hands they extend.

If an employee of the Montgomery Police Department provides service that you feel should be commended, please contact the Chief of Police. You may send an email or letter to the address or email listed below. Share your thoughts as to why the employee deserves the commendation. The Chief will see that it gets to the employee and that a copy is placed in the employee's personnel file. This recognition boosts employee morale and encourages all employees of the Department to be more positive about themselves and the service they provide. We are proud of the good relationship we share with the community.

Montgomery Police Department

Phil Smith

Chief of Police

10 Civic Center Ave.

Montgomery, IL 60538

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THE IMPORTANCE OF YOUR COMPLAINT

The Montgomery Police Department recognizes that its employees are responsible for their conduct where the public is concerned. The Department also acknowledges that, at certain times, conflicts between citizens and Department employees can arise. It is essential to the safety of our community that the relationship between police and citizens is built on confidence and trust. Law enforcement cannot be effective without this vital conviction by both entities.

Police officers must be free to exercise their best judgment and initiate proper action in a reasonable, lawful, impartial manner, without fear of reprisal. At the same time, they must observe the rights of all people. The complaint process and appropriate disciplinary procedures not only subject Department members to corrective action when they conduct themselves improperly; the guidelines also protect them from unwarranted criticism when they discharge their duties properly.

A disagreement over the validity of a citation is not a complaint. Such disagreements should be directed to the court that has jurisdiction in the matter.

The Police Department realizes that confusion, varying perceptions, or the timeliness of information sometimes will result in descriptions that produce different versions of the same incident. Beyond legitimate error, however, the deliberate making of a report that the complainant knows to be false, or misleading could constitute a violation of State Law.

COMPLAINT PROCESS

The complaint process is designed to deal with each case factually and fairly. Citizens who file complaints are treated respectfully, and their accusations are taken seriously. All complaints are investigated thoroughly, and all findings are based on impartial evidence gained during the investigation.

Citizens can file complaints with a Police Department supervisor. The supervisor who receives the complaint will record the name, address, contact information (if not anonymous) and all the allegations of the complaint. All complaints will be documented and reviewed and investigated.

When a citizen has a complaint against a department employee (sworn or civilian), the complaint may be filed in person at the police department or via the telephone, email, or website. Complaints may also be filed anonymously through those same methods. It shall not be a requirement of a person filing a complaint against an officer to have the complaint supported by a sworn affidavit or any other legal documentation.

Please remember that many complaints can be explained satisfactorily through a conversation in person or by a phone call to a supervisor. The supervisors will talk with you about the complaint and attempt to resolve it.

In order to ensure the integrity of the Department, all complaints are reviewed by the Chief of Police.