

COMPLIMENT PROCESS

The Bannockburn Police Department is committed to providing the highest level of police services possible. If you would like to compliment any member of the department for work you feel is worthy of recognition, please do so in the following manner.

- Contact any supervisor either by phone or in person
- Mail your comments to the Chief of Police.

Any compliments received will be documented and conveyed to the employee. A copy of the compliment will also be placed in the employee's personnel file.

BANNOCKBURN POLICE DEPARTMENT



COMPLIMENT AND COMPLAINT OVERVIEW

Bannockburn Police Department
Walter Trillhaase—Chief of Police
2275 Telegraph Rd.
Bannockburn, IL 60015
847-945-8490

This brochure is intended to provide information and guidance to persons wishing to initiate a Compliment or Complaint concerning the conduct of a member of the Bannockburn Police Department. It is the policy of the Bannockburn Police Department to investigate the allegations against a member of the department in order to determine the merit and substance of the complaint. It is also the policy of the department to recognize superior performance.

COMPLAINT PROCESS

Every employee of the Bannockburn Police Department understands that the integrity of the department depends upon the personal integrity of each member. It is essential to maintain an open system of review that ensures objectivity, fairness and justice through an impartial investigation of the facts. We strive to treat each person we encounter with courtesy, consideration and dignity.

A complaint may be submitted to any supervisor of the department. There are several options to submitting a complaint.

OPTIONS AND PROCEDURES

Informal Complaint

You can visit or call the employee's supervisor to discuss your concerns. The supervisor will discuss the matter with the employee to resolve those issues. If you feel the supervisor can not resolve the matter, you can contact the Chief of Police.

Formal Complaint

You can present your complaint in writing to any supervisor.

The employee's immediate supervisor will initiate an investigation. All results of that investigation will be forwarded to the Chief of Police. You will be notified of the results of that investigation.