



OPPD Complaint Process

Intake: Citizen Complaints can be received by the Police Department (OPPD), the Village Manager's Office (VMO), The Community Relations Department (CRD) or The Citizen's Police Oversight Committee (CPOC).

Step 1. The Police Department's Office of Professional Standards (OPS) reviews each complaint for Classification as an Informal Investigation for complaints which allege the police officer's actions may warrant training or similar OR Formal Investigation for complaints which allege the police officer's actions may warrant formal disciplinary action.

Step 2. The OPS investigative process includes:

- A. Statement from the complainant
- B. Statement from the accused officer(s)
- C. Statement from witnesses
- D. Review of reports, videos, related evidence
- E. Informal investigative process shall not exceed 60 days (extension may be granted by Chief of Police when complainant, officer or witness statements cannot be obtained in a timely manner)
- F. Formal investigative process shall not exceed 120 (extension may be granted by Chief of Police for reasons noted above)
- G. Investigative Findings are classified as, *Pending, Unresolved, Unfounded, Sustained, Withdrawn, Not Sustained, Exonerated, Not Village Related, Policy Failure.*

Step 3. Review by Police Commander:

- A. The employee's Commander reviews the OPS investigation and complaint upon its conclusion and concurs or modifies the Classification, Investigative Findings and recommends specific discipline, if deemed warranted.
- B. Sequentially, the Classification, Investigative Findings/ recommended discipline are forwarded to the Deputy Chief in the employees chain of command for review and, if deemed warranted, modification of the Exempt Commander's recommendations.
- C. The Deputy Chief forwards the Classification, Investigative Findings and disciplinary recommendations for final determination to the Chief of Police.
- D. If the Chief of Police intends to impose a suspension, demotion or termination, the Complaint, Classification, Investigative Findings and Recommendation for Discipline is are forwarded to



the Internal Review Board (IRB) for review/approval for any sworn employee represented by a labor union. The Internal Review Board is comprised of the Deputy Village Manager, Asst. Village Manager/Human Resources Director and Village Attorney. Upon review/approval by the IRB the final determination will be made by the Chief of Police and Imposed. In accordance with the collective bargaining agreement all suspensions/demotions/terminations are subject to the grievance process and heard by the Village Manager. The Village Manager's decision may be appealed to an Arbitrator. The arbitrator's ruling is final and binding.

Step 4. The complainant is notified of the disposition of the complaint.

- A. Complainant can appeal disposition to CPOC
- B. CPOC can request additional information for clarification on disposition

Step 5. The complaint/disposition is submitted for review by the Citizen Police Oversight Committee.