

## FINAL COMPLAINT CLASSIFICATION

Following the completion of the internal investigation, the investigator will recommend one of the following classifications:

### **COMMENDABLE**

The incident occurred and the action was not only proper but commendable

### **EXONERATED**

The incident occurred but was lawful and proper.

### **UNFOUNDED**

Allegation is false or incident did not occur.

### **INCONCLUSIVE**

Evidence insufficient to prove or disprove the allegation.

### **SUSTAINED**

Evidence sufficient to support the allegation.  
Employee's actions may warrant discipline.

If investigation "sustains" an allegation of misconduct, the employee is subject to internal discipline. The degree of discipline is governed by the City's progressive discipline policy and based upon the type, significance and intent of the action. Sanctions are based on the situation and may range from counseling to termination of employment.

## ***MISSION STATEMENT***

*The Creve Coeur Police Department is committed to safeguarding the lives and property of the people we serve.*

*We strive to reduce the incidence and fear of crime and to enhance the public safety while working tirelessly to provide a better quality of life in the workplace and community.*

*We will achieve this goal by working as a team with other city departments, government agencies, and our community.*

**Jeffrey Hartman**  
*Chief of Police*

**Supervisor Contacted:** \_\_\_\_\_

**Date of Contact:** \_\_\_\_\_

**Notes:**

## **CITIZEN'S GUIDE TO MAKING INQUIRIES, COMMENDATIONS, AND COMPLAINTS**



**CREVE COEUR  
POLICE DEPARTMENT  
350 N. New Ballas Rd.  
Creve Coeur, MO 63141  
(314) 432-8000**

**Jeffrey Hartman**  
**Chief of Police**

## **COMMENDING EXCEPTIONAL SERVICE**

Although our employees do not expect to be thanked for everything they do, recognition of service is always appreciated. The best way to commend a police employee is to write a brief letter (or email) describing the incident and the actions you think were exceptional.

Emails may be sent to the Chief of Police at  
jhartman@crevecoeurmo.gov

You may also call 314-737-4600 and ask for a Creve Coeur Police Supervisor to make a verbal commendation.

If you do not know the employee's name, the date, time, and location of the incident will help identify the employee.

Compliments received by the Chief of Police are shared with the employee, their supervisor, and placed in the employee's personnel file.

## **MAKING AN INQUIRY OR COMPLAINT**

The complaint review procedure is not intended to resolve issues surrounding traffic citations, arrests or criminal charges. Such matters are resolved through the court system.

An inquiry or complaint may be made at any time within a reasonable time after the incident.

To register a complaint or commendation, call 314-737-4600 and ask for a Creve Coeur Police Department Supervisor.

## **COMPLAINT REVIEW POLICY**

The Creve Coeur Police Department will:

- Accept and investigate all inquires, allegations and complaints of employee misconduct or wrongdoing brought by any individual or Department member.
- Conduct a thorough and impartial examination of all available information.
- Make every effort to determine if the allegation(s) are true or false.
- Conduct investigations to protect the rights of the accuser, the rights of the officer and the integrity of the Department.

## **HOW COMPLAINTS WILL BE INVESTIGATED**

### **MINOR ALLEGATIONS**

Allegations that a department employee was rude, overbearing or failed to perform his or her duty to the satisfaction of the citizen will normally be resolved between the employee and his/her supervisor. The complaints are documented to ensure that any emerging pattern of behavior is effectively addressed.

### **SERIOUS ALLEGATIONS**

Allegations that a department employee exercised unnecessary force, was derelict or neglectful in his/her duty, engaged in oppressive conduct, or violated federal, State, or local law will be investigated by the Commander responsible for the Internal Affairs function.

## **COMPLAINT & INQUIRY REVIEW**

Missouri State law requires a written statement to support complaints (RSMo 590.502). If a complainant is unwilling to cooperate in an investigation, the Department will review the complaint for validity by reviewing all recordings, incident logs and statements of officers allegedly involved.

The complainant, employee(s) involved and any witnesses will be interviewed and their statement will be recorded. All evidence will be reviewed. A complaint involving a violation of criminal law may include a separate criminal investigation.

Most investigations will be concluded within 90 days, but complex investigations may require more time. During this time, complainants may contact the Department periodically to determine the status of the investigation.

After the information has been reviewed and the investigation concluded, complainants will be notified in writing.

The Department fully accepts the responsibility to investigate all legitimate, factual complaints against its employees. However, if a complainant makes allegations known to be false, malicious, or contrived, the Department cannot prevent employees from seeking redress through the civil courts. Department employees, like all citizens, have the right to legal recourse through the judicial system.