



Ballwin Police Department

INQUIRIES AND COMPLAINTS

The Ballwin Police Department strives to provide a level of service to exceed expectations. To ensure this level is met, the department encourages comments as to the performance of its various employees. Should an employee conduct him or herself in other than exemplary manner, a citizen may elect to file an inquiry or complaint with the department.

An inquiry or complaint may be made at any time. Additionally, complaints should be made within a reasonable time after the alleged misconduct occurred to help ensure evidence is still available and recollection of the incident fresh.

To ensure the integrity of the Department and to maintain the confidence of the public, all complaints against the Department or its employees will be thoroughly investigated.

The complaint review process is not intended to resolve issues surrounding traffic citations or arrests for which criminal charges have been issued: such matters are to be resolved through the court system.

The Department fully accepts its responsibility to investigate all legitimate, factual complaints against its employees. It cannot, however, preclude its employees from seeking redress through the civil courts to allegations which the citizen knows to be false, malicious or contrived. Department employees, like all citizens, have the right to legal recourse through the judicial system.

At the conclusion of each investigation into a complaint, a finding of fact will be issued with one of the following dispositions:

1. Sustained – Evidence sufficient to prove allegations.
2. Not sustained – Insufficient evidence to either prove or disprove allegations.
3. Exonerated – Officer(s) actions were lawful and proper.
4. Unfounded – Allegations have no bearing in fact.
5. Uninvolved – Employee was not present at the time of alleged misconduct/incident.

To register a complaint either:

- Fill out the attached form and present to the on-duty Watch Commander
- Contact the department at 636-227-9636
- Submit via the department's web site at <https://www.ballwin.mo.us/About-Us/>

