

## FINAL COMPLAINT CLASSIFICATIONS

At the conclusion of an internal investigation, the Investigator will recommend one of the following classifications:

### EXONERATED

The incident occurred but lawful and proper. Officer's actions may warrant commendation.

### 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. Officer's actions may warrant discipline.

Employees against whom a complaint has been sustained are subject to internal discipline. Depending upon the seriousness of the misconduct, sanctions ranging from a written reprimand to termination of employment may be imposed.

## “MISSION STATEMENT”

The Ballwin Police Department is committed to excellence in service to the public:

- By enforcing the law, assuring the peace, protecting life and property, and maintaining the quality of life in the City of Ballwin.
- By respecting the Constitutional rights and the dignity of all individuals and carrying out our charge in a fair, impartial and unbiased manner.
- By maintaining the integrity and professional image of the Ballwin Police Department and the City of Ballwin.
- By establishing community partnerships among our residents, businesses, elected officials, and other City departments.

It is our dedication to, and continual pursuit of this mission that allows us to realize an organization founded in excellence.”

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



## DEPARTMENT

**300 Park Dr.  
Ballwin, MO 63011  
(636) 227-9636**

Steven Schicker  
*Chief of Police*

## **COMMENDING EXCEPTIONAL PERFORMANCE**

The best way to commend the actions of a police employee is to write a brief letter (or email) describing the incident and the actions you think were exceptional. Information such as the date, time and location, will help identify the officer if you do not know his or her name. If you choose not to write, you may ask to speak with the officer's supervisor and make a verbal commendation. Commendations received by the Chief of Police are forwarded to the employee, his or her supervisors and a copy is placed in their personnel file. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated.

## **MAKING AN INQUIRY OR COMPLAINT**

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 recollections of the incident are fresh.

To register a complaint, contact a Patrol Division supervisor at (636)227-9636 or T.D.D. Voice (636)227-2941.

The Complaint Review Procedure 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.

## **COMPLAINT REVIEW POLICY**

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.

## **HOW COMPLAINTS WILL BE INVESTIGATED**

### **Minor Allegations**

Allegations that a Department employee was overbearing or failed to perform his or her duty to the satisfaction of the citizen will normally be investigated by the employee's supervisor.

### **Serious Allegations**

Allegations that a Department employee exercised unnecessary force, was derelict or neglectful of his or her duty, engaged in oppressive conduct, or violated Federal, State, or local law will be investigated by an investigator assigned by the Chief of Police.

## **THE COMPLAINT REVIEW PROCEDURE**

The Department will make every effort to investigate complaints of misconduct. Complaints submitted by persons unwilling to cooperate in an investigation will be investigated to the fullest extent possible. Complainants who cooperate in an investigation will be notified of the result of their investigation and are invited to periodically contact the Bureau of Operational Support to determine the status of their complaint.

Witnesses named by the complainant will be interviewed regarding the incident and their statements recorded. The involved employee(s) will be interviewed, as well as any additional witnesses discovered, and their statements will be recorded. If a criminal law violation is alleged, and there is sufficient evidence to support the allegation, a parallel criminal investigation will be conducted by the Division of Criminal Investigation.

All complaints will be investigated to the extent allowed by available information. It is intended that most investigations will be concluded within 30 days, but more complex issues may require a lengthier time frame. Complainants will be notified, in writing, that the investigation has been concluded, and with the final results.

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.