

POLICY

It is the policy of the Brown Deer Police Department to receive and investigate, to the extent possible, all allegations of employee misconduct.

The Brown Deer Police Department takes seriously all complaints regarding the service provided by the Department and the conduct of its members.

The Department will accept and address all complaints of misconduct in accordance with this policy and applicable federal, state, and local law, municipal and county rules and the requirements of any collective bargaining or employment agreements.

It is the policy of this Department to ensure that the community can report misconduct without concern for reprisal or retaliation.

All complaints will be courteously and professionally accepted by any department member and promptly given to the appropriate supervisor.

Individuals opposed to speaking with a supervisor may be offered a Citizen Complaint, Comment, Compliment Form.

CITIZEN COMPLAINT, COMMENT, COMPLIMENT PROCEDURE

WHAT CAN I DO?

If you have a complaint, comment, or compliment about the police department or an officer, what can you do?

The Village of Brown Deer encourages your feedback as we strive to maintain our high standards, and welcome your recommendations about the service we provide, your commendations of police performance, or your complaints about the actions of any department member.

The prompt, thorough and impartial investigation of each complaint is essential to get and keep the trust and confidence of the people we serve. Without that trust and confidence, effective policing is not possible.



HOW TO MAKE A COMPLAINT, COMMENT, OR COMPLIMENT

A complaint, comment, or compliment may be made at any time of day or night online, in person, by phone, to any employee of Brown Deer. They may be made in any form including in writing, by email, in person or by telephone or anonymously using any of the methods above.

Forms are available online or at the Brown Deer Police Department.

**Brown Deer Police Department
4800 W. Green Brook Dr.
Brown Deer, WI 53223**

<https://www.browndeerwi.org/>

WHAT HAPPENS WITH THE COMPLAINT?

Once submitted, the primary responsibility for the investigation of a personnel complaint rests with the Administrative Commander. The Chief of Police or the authorized designee may direct that another supervisor investigates any complaint. If there is more than one allegation, each will be examined on its own merits.

COMPLAINT DISPOSITION

The person making the complaint will be notified of its disposition once the process is completed. Final dispositions will be classified with the following findings:

- **Unfounded** – When the investigation discloses that the alleged acts did not occur, did not involve department members or are frivolous or false.
- **Exonerated** – When the investigation discloses that the alleged act occurred, but that act was justified, lawful and/or proper.
- **Not sustained** – When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.
- **Sustained** – When the investigation discloses sufficient evidence that the act occurred and that it constituted misconduct.

This department will investigate all false claims made against its law enforcement officers. Knowingly making a false complaint against an officer may subject the complainant to a Class A forfeiture (WI Stat. 946.66)

BROWN DEER POLICE DEPARTMENT

4800 W. Green Brook Dr.
Brown Deer, WI 53223
Phone: 414-371-2900

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*Serving with Courage and
Compassion.*

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