

HOW TO FILE A COMPLAINT

The Madison Police Department is committed to investigating complaints in an open and fair manner with truth as its primary objective. Therefore, this Department will accept complaints against its employees, policies or procedures, and investigate all such complaints to the appropriate disposition.

Complaints will not be investigated if the complaint is received more than ninety (90) days after the alleged incident, except if the complaint involves an alleged criminal violation, or the complainant can show good cause for not making the complaint within the specified time limit.

COMPLAINT OPTIONS

Generally, citizens are encouraged to pursue their complaint through the internal process. However, you should know about both options available to you:

1. You may file a complaint with the Professional Standards Office within the office of the Chief of Police, or

2. You may file a complaint against a commissioned employee with the Board of Police and Fire Commissioners, as provided by State law. This is done by filing your complaint through the Mayor's Office, Room 403, or the City Clerk's Office, Room 103, both in the City-County Building.

COMPLAINT PROCESS

1. Call, write, e-mail, or stop by the Chief's Office in GR-28 of the City-County Building, 211 S. Carroll Street, Madison, WI 53703 (608) 266-6502.

Complaints placed after 4:00 p.m. or on weekends should be directed to the Officer-in-Charge at (608) 266-4418.

2. Your complaint will be filed with the Professional Standards Unit, within the Executive Office. You will receive confirmation that your complaint has been received, and an indication as to whether your complaint will or will not be investigated.
3. Upon completion of an investigation, the Lieutenant assigned to investigate your complaint will make one of the following determinations:

Unfounded

The investigation conclusively showed the incident complained of did not occur, or that the individual named in the complaint was not involved.

Exonerated

The incident complained about did occur, but was justified, lawful and proper.

Non-Sustained

The investigation failed to reveal enough evidence to clearly prove or disprove the allegation.

Sustained

The investigation disclosed enough evidence to clearly prove the allegation.

The Chief of Police reviews all findings. When a finding of "sustained" is reported, the Chief will decide whether to take immediate corrective action or to forward the report to the commanding officer of the individual named in the complaint. Appropriate corrective action, which may include counseling, training, oral reprimand, written reprimand, suspension, demotion, or dismissal, may be taken. The Chief of Police will make the final determination.

A notary public is available at the Madison Police Department at no charge.

INFORMATION NEEDED

The supervisor assigned to investigate your complaint will ask for the following information:

- Your name, address and phone number;
- The date and time of the incident about which you are complaining;
- The names, addresses, and phone numbers of any witnesses, if available;
- If the incident involves an arrest, the name, address, and phone number of the person arrested, if known;
- The name, badge number, and car number of the officer(s) involved, if known;
- Details of the incident that prompted your complaint.

The Madison Police Department is in compliance with the equal opportunity policy and standards and all applicable state and federal statutes and regulations relating to nondiscrimination in employment and service delivery.



MADISON POLICE DEPARTMENT
211 S CARROLL ST
MADISON WI 53703
Phone: (608) 266-4022
Fax: (608) 266-4855

MADISON POLICE DEPARTMENT

COMPLAINT RESOLUTION PROCESS



The best way to insure that we have an honest and excellent police department is to first police ourselves.

Noble Wray, Chief of Police