

## Mission

The mission of the Menomonee Falls Police Department is to preserve the public peace, protect persons and property, and provide services for the betterment of the community.

## Menomonee Falls Police Department

W156 N8480 Pilgrim Rd.  
Menomonee Falls, Wisconsin 53051  
Phone: (262)532-8700



Any recommendations or suggestions on how to improve police service are always welcome.  
Please direct all comments to:

Menomonee Falls Police Department  
Attn: Chief of Police  
W156 N8480 Pilgrim Rd.  
Menomonee Falls, WI 53051

## OUR VALUES

### Service

We will provide the highest level of service possible consistent with the needs of the community.

### Respect

We will treat all persons with dignity and respect in all interactions.

### Integrity

We are committed to maintaining the highest ethical standards by doing what is right (legally and morally).

### Accountability

We take ownership of our decisions and actions and will do the job right.

### Community

We will work to continuously engage the community to foster and enhance a shared responsibility of service.

### Innovation

We will encourage creative risk-taking in order to try new approaches and experience new ideas.

### Teamwork

We will sustain an environment that respects individual opinion while building a consensus toward a common goal.

### Loyalty

We will bear true faith and allegiance to the United States, the State of Wisconsin, the Village of Menomonee Falls, and the Menomonee Falls Police Department.

## Menomonee Falls Police Department

## Citizen Complaint Procedure



# How to Make a Complaint

You may come in person to address your concern with a supervisor, if you wish. Many times, complaints can be resolved informally by the supervisor. Citizens can also call, write or come in person to obtain a complaint form. Complaint forms can also be obtained by going to the Village of Menomonee Falls website [www.menomoneefalls.org](http://www.menomoneefalls.org) and typing in *citizen complaint* into the search bar to find the form. A complaint may be made ANY time of day or night.

Address: Menomonee Falls Police Department  
W156 N8480 Pilgrim Rd.  
Menomonee Falls, WI 53051  
(262)532-8700

## Investigation Procedure

If you wish to speak with a supervisor, the person receiving your concern will ask you to provide as much information as possible regarding the incident. If you were involved in or witnessed the incident, it is extremely important to the investigation that a statement be obtained from you. If your concern stems from an arrest or citation issued to a family member or yourself, it may not be investigated until the legal matter has been settled.

Depending on the circumstances of your concern, it may be investigated in one of two ways. It will either be forwarded to the employee's supervisor for inquiry or the Chief of Police will assign an investigator.

Each investigation is examined on its own merits. Formal investigation typically requires investigators to contact witnesses, including department members, examine relevant physical evidence, and gather information pertinent to each allegation made in the complaint.

The Chief of Police will render a finding in each case. There are seven possible findings:

**Sustained:** The investigation revealed enough evidence to clearly prove the allegation.

**Not Sustained:** The investigation failed to reveal enough evidence to clearly prove or disprove the allegation.

**Exonerated:** The act which proved the basis for the complaint did occur; however, the investigation revealed the act was justified, lawful and proper.

**Unfounded:** The investigation has produced sufficient evidence to prove that the act or acts alleged did not occur. This finding shall also apply when individual personnel named in the complaint were not involved in an act.

**No Finding:** The investigation cannot proceed because the complainant failed to disclose promised information to further the investigation; or the complainant wishes to withdraw the complaint; or the complainant is no longer available for clarification. This finding may also be used when the information provided is not sufficient to determine the identity of the officer(s) or employee(s) involved

**Police Failure:** The investigation reveals that the allegations are true, however, the employee was acting in accordance with established Department standards and/or directives in need of revision.

**Administrative Closure:** The investigation is older than 60 days and does not involve alleged criminal activity or investigators cannot contact the complainant for 30 days from the issuance of the complaint.

# Notification

You will be notified of the findings at the conclusion of the investigation.

When a finding of "Sustained" is determined, corrective action will be taken. Possible actions may include but is not limited to counseling, training, discipline and up to and including termination. If your complaint is sustained and punitive discipline is imposed, the employee has appeal rights. Therefore, you may be required to testify at one or more administrative proceedings.

## Summing Up

Your valid concerns and criticisms help us protect the community from possible misconduct by employees. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.

## Filing a False Complaint

Pursuant to Wisconsin Statutes Section 946.66(2), whoever knowingly makes a false complaint regarding a law enforcement officer is subject to a Class A forfeiture.