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**McCook  
Police Department**

*Mission Statement*

*"The Mission of the  
McCook Police  
Department is to  
provide a community  
in which people can  
live, work, and play  
free from crime.*

*Through continued  
training and education  
of our employees, the  
McCook Police  
Department will  
maintain a higher level  
of service to the  
community"*

**McCook  
Police Department**

5000 Glencoe Avenue  
McCook, IL 60525  
Bus: 708-447-1234  
Fax: 708-447-1420

[mccookpolice.org](http://mccookpolice.org)

**McCook  
Police Department**



**Compliment & Complaint  
Procedures**

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***Will the Police Department employee be told about the complaint?***

Yes. As in the case with any potentially punitive process, the accused is afforded the right of knowing what he/she is accused of and who the accusers are. This is done in fairness to the employee just as it is for any other person.

***How long will the investigation take?***

Whenever possible, the investigation will be concluded within 45 days unless unusual circumstances warrant an extension. The Department will make every effort to keep the complainant advised of the progress of the investigation. Once the investigation is completed, the complainant will be notified.

***Will I be told how the complaint was resolved?***

Both the complainant and accused employee will be notified of the results. Because of privacy laws, specific facts of the case will not be revealed. It is possible that some allegations may be sustained, and other not sustained based on the investigation.

***What if the allegation/complaint turns out to be false?***

If a complaint is made on a good faith belief of truth and the Department member is later exonerated, the case will be concluded. However, if it is determined that the allegation was intentionally falsely made or intended to discredit the department member, you may be subject to criminal charges or a civil lawsuit.

***What is considered a personnel complaint?***

A complaint of wrongdoing or inappropriate action on the part of any employee of the McCook Police Department.

***How do I file a complaint against a Police Department employee?***

When a person has a complaint against a police department employee (sworn or civilian), the complaint may be filed in person, or by completing the citizen compliment / complaint form and sending it to the attention of the Deputy Chief of Police. This form is available at the information window or on the McCook Police Department website.

***What type of complaints will not be taken?***

Complaints alleging disagreements on traffic or parking tickets, or probable cause for an arrest are examples of complaints that may not be taken. These decisions are for the court to decide and generally are not subject to review by the McCook Police Department.

***Who is responsible for investigating complaints?***

In most cases, a supervisor specially trained in these types of investigations will conduct the investigation with the disposition of each case being reviewed by the Chief of Police.

***How to compliment the actions or performance of a McCook Police Employee?***

- Call the Police Department at 708-447-1234 or stop by the department and ask to speak to a supervisor and verbally communicate your thanks.
- Write a letter or send an email to the McCook Police Department complimenting the employee.

Compliment letters are forwarded to the Department member and a copy is placed in the employee's permanent personnel file.