

# Citizen Complaints

The following information is provided to you by the Marquette University Police Department to inform you of the citizen complaint process.

Citizens wishing to file a complaint should adhere to the following guidelines to ensure that a complete and proper investigation is conducted. If you believe a member of this Department has acted improperly or has violated a department policy, a federal or state law, or an ordinance of the City of Milwaukee, you may file complaint.

Because of the responsibilities imposed on all parties involved in the Citizen Complaint Process, we must inform you that Wisconsin State Statute, [946.66\(2\)](#), False Complaints of Police Misconduct, states in part: "Whoever, knowingly makes a false complaint regarding the conduct of a law enforcement officer is subject to a Class A forfeiture."

## INSTRUCTIONS FOR FILING YOUR COMPLAINT

### **What is a complaint?**

A complaint is a belief that a member of the Marquette University Police Department has violated a department policy, a federal or state law, an ordinance of the City of Milwaukee.

### **Who can file a complaint?**

In most cases, a complaint can be filed by any citizen or agent representing an aggrieved or injured party. However, the agent shall be limited to an attorney representing the aggrieved citizen; the parent or guardian of a minor child; or a translator representing a non-English speaking complainant. Agents can obtain a Citizen Complaint Form for the aggrieved or injured party and assist with its completion. All complaint reports are confidential.

You may file your complaint:

- In person at the Marquette University Police Department;
- By calling the department and asking for a supervisor to meet with you;
- By printing the Citizen Complaint Form. The Citizen Complaint Form is available on the main page of the MUPD website. You may return the completed Citizen Complaint Form in person or by mail to the Marquette University Police Department, at 749 N 16<sup>th</sup> Street, Milwaukee, WI 53233.

When you file your complaint, please provide the following information to the supervisory officer (or investigator) writing your complaint or on the complaint form you are filing yourself:

- Your personal information (full name, date of birth, address, phone number)
- The date and time of the incident
- The nature of the incident
- All parties involved, witnesses, records, photographs and other evidence

## **WHAT HAPPENS WITH YOUR COMPLAINT**

### **The Investigation**

The Department will conduct a thorough investigation to include interviews of all available witnesses.

### **Who Will Investigate**

Supervisors and/or detectives, under the direction of the Internal Affairs Division, will conduct all complaint investigations. Their duty is to gather all the facts and present these facts for review.

### **Length of Investigation**

Most investigations will be completed within a timely manner. Complex investigations may take several months to complete.

## **THE FINAL DISPOSITION OF COMPLAINT**

### **The Completed Investigation**

Once the initial complaint has been thoroughly investigated and all of the facts have been gathered, the completed investigation will be reviewed. This review will determine if there was compliance with department policies, federal or state laws, and ordinances of the city of Milwaukee.

### **Decision of the Chief of Police**

If the Chief of Police determines there is a violation of department policies, federal or state laws, or ordinances of the city of Milwaukee, criminal charges may be sought, disciplinary action may be imposed, and/or a change of policy may result.

### **Notification**

When the final disposition has been made, a notification letter will be sent informing the complaining party of the outcome of the investigation.