

## MOLINE POLICE CODE OF CONDUCT

As law enforcement officers, our fundamental duty is to serve our community; to safeguard lives and property; to protect the innocent; and to respect the constitutional rights of all to liberty, equality and justice.

We recognize the badge of our office as a symbol of public faith. We accept our duty as a public trust that is held true to the ethics of police service and the highest standards of professionalism.



*Serving and protecting  
the citizens of Moline  
since 1872.*

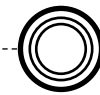
### **MOLINE POLICE DEPARTMENT**

1640 6th Avenue  
Moline, IL 61265

Phone: 309-797-0401  
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# Moline Police Department



## **Citizen Commendation / Complaint Resolution Procedure**



*Internal Investigations*

# Why Your Input Is Important

We want the standards of the Moline Police Department to be among the highest in the nation. Our community prospers when you support these standards. We value your input.

## How to give a commendation:

If you wish to commend an employee, it's best to contact that employee's supervisor as soon after the event as possible. The Moline Police Department welcomes commendations for police personnel who admirably perform their duties. When a commendation is received, the employee will immediately be advised of your appreciation and it will be permanently recorded in the employee's personnel file. Depending on the situation, the employee may be considered for other department or community award for recognition. At a minimum, the employee is made aware of your kindness and appreciation. You can contact a supervisor by calling our non-emergency phone number (309)797-0401.

## Complaint Procedure:

The Moline Police Department recognizes that from time to time, occasions occur where a citizen will have cause to make a complaint concerning:

- 1) An officer's conduct
- 2) An officer's behavior
- 3) A departmental procedure or policy

The Moline Police Department respects the right of each citizen to register a complaint in a timely manner.

Any individual has the right to initiate a complaint against a police officer, civilian employee or a departmental policy or procedure.

## Where can a complaint be filed and what information is needed?

Citizen Complaint Forms can be obtained at the Moline Police Department upon request at the front counter during regular business hours Monday—Friday (8AM to 5PM), or on our website <https://moline.il.us/1516/Citizen-Complaints>, or by calling the non-emergency number (309)797-0401 and speaking with a supervisor. All complaints should contain as much pertinent information as possible (officer's name, witnesses names, addresses, telephone numbers, time of occurrence, location of incident, etc.) The complaint can be used as a basis for an internal investigation and by initiating a complaint, the complainant affirms that the facts contained therein are complete, accurate and true to the best of the complainant's knowledge. Any intentional false statements made may be cause for criminal or civil proceedings.

## Complaint Resolution:

All complaints received at the Moline Police Department are directed to the Office of the Chief of Police. Complaints are assigned to the appropriate lieutenant and an informal inquiry is conducted. If the results of the informal inquiry deem an informal or formal investigation is required, the complaint is forwarded to the Support Services Bureau. The Moline Police Department's goal is to process all complaints in a timely manner.

# Complaint Process

Complaint Received

Resolved  
On Shift

Logged in Chief's  
Office

Citizen notified complaint has been received.

Chief's Office determines if an internal investigation is needed and assigns accordingly.

Informal Investigation: Support Services Lieutenant is assigned to investigate. Discipline reviewed/approved by Support Services Deputy Chief.

Formal Investigation: Support Services Deputy Chief is assigned to investigate. Discipline reviewed/approved by Chief.

Complainant notified of completion

Officer notified of findings.

Officer's rights and due process are upheld throughout the investigative process.