

# City of Peoria Police Department Office of the Police Chief

## Citizen Commendation & Complaint Process Guide

### Our Community



Officer William Weigt

### Our Commitment

### Mission Statement

The Peoria Police Department is a law enforcement family committed to ensuring a high quality of life and safety by partnering with our employees and community to maintain trust and to preserve life and property.

We accomplish our mission by:

- Providing quality, responsive and effective police services
- Building relationships that foster trust
- Valuing human rights and diversity
- Attracting, developing and retaining high quality employees
- Striving to exceed expectations

### Our Commitment to you

The Peoria Police Department is committed to providing courteous and professional service to our citizens. We hope that all your contacts with our employees are positive; however, if you are dissatisfied with the performance or service of an employee, we will thoroughly review your complaint and resolve it fairly.

Police Officers are sworn to protect the rights of all citizens, including those taken into custody, without regard to race, national origin, citizenship, religion, ethnicity, age, gender, or sexual orientation.

The Peoria Police Department takes complaints seriously, and to protect the integrity of the agency, we have adopted internal safeguards.

We have also implemented a system to acknowledge exceptional customer service by our employees. I encourage our citizens to utilize these avenues to keep me informed of the service we are providing. If you feel an employee has excelled in the quality of service provided to you or others, please let us know.

The information in this brochure is provided to you in the spirit of community cooperation. We sincerely appreciate receiving any comments because it helps us identify our strengths and work to improve weaknesses. We are committed to excellence and strive to provide the finest quality service possible to our citizens. With your help, we can achieve our goal.

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**Larry Ratcliff**  
Chief of Police

**Commendations:** Commendations are a great way of recognizing the exceptional service provided by our department. You can file a commendation several ways:

- Contact the Professional Standards Unit. The telephone number for making a commendation is (623) 773-8311. The service will take you through several prompts enabling you to leave a voicemail. If you desire to speak with someone immediately contact communications at (623) 773-8311, once prompted push #1, and when prompted again push #1--they will direct your call to the on-duty supervisor.
- Call the hotline and leave a detailed message for the Professional Standards Unit at (623) 773-5065.
- A commendation may also be given by contacting our Website:  
<http://www.peoriaaz.gov/PoliceDepartment/PSU.asp> and completing a copy of the Commendation form in PDF Format and mailing it to: 8351 W. Cinnabar, Peoria AZ, 85345 Attn: Professional Standards Unit
- By e-mail to [PolicePSU@Peoriaaz.gov](mailto:PolicePSU@Peoriaaz.gov)
- Electronically submitting the on-line commendation form located at our Website:  
<http://www.peoriaaz.gov/PoliceDepartment/PSU.asp>

Once the commendation is received, it will be forwarded to the officer's supervisor for appropriate recognition.

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Ann Shaw (Communications Supervisor of the Year)

## Protecting Your Rights

The Peoria Police Department takes its responsibility and commitment to citizens very seriously. The department thoroughly investigates every complaint it receives against police personnel. All investigations are conducted in a fair and expeditious manner in accordance with local, state, and federal laws, regulations, and policies.

## Who can make a complaint?

Any person who witnesses or has direct knowledge of police misconduct may file a complaint. It doesn't matter whether the person making the complaint was directly involved in the incident.

## When should a complaint be made?

Call the police department if you witness or learn of any alleged police misconduct.

## Responsibility of the complainant

The Peoria Police Department views all allegations of impropriety against its police personnel seriously and actively conducts investigations on employee misconduct. For this reason, the complainant must ensure their complaint is based on fact. False reporting in an attempt to unjustly discipline or defame police personnel or to place their employment in jeopardy can result in criminal charges or civil suit by the employee involved.

## How can a complaint be filed?

Complaints can be filed in several ways:

- Contact the Professional Standards Unit. The telephone number for making a complaint is (623) 773-8311. The service will take you through several prompts enabling you to leave a voicemail. If you desire to speak with someone immediately

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Attn: Professional Standards Unit
- By e-mail to <http://PolicePSU@Peoriaaz.gov>
- Electronically submitting the online complaint form located at our Website  
<http://www.peoriaaz.gov/PoliceDepartment/PSU.asp>

## What is the complaint procedure?

In most cases, the supervisor of the accused employee conducts the investigation. When the allegations are of a very serious nature, the investigation may be conducted by the Department's Professional Standards Unit. This usually involves incidents that could result in demotion, termination, or criminal charges.

The investigating supervisor reviews the facts and circumstances of the incident by interviewing witnesses and collecting evidence. When completed, the supervisor reports the incident and submits the findings through the chain of command within the appropriate bureau to determine the final outcome, including disciplinary action if necessary.

## After the investigation is completed

The final outcome of the investigation will fall into one of the following categories:

- Exonerated - Conduct was proper or within department policy.
- Unfounded - The allegation was found to be false.
- Not Sustained - There is insufficient evidence to prove or disprove the allegation.
- Sustained - The allegation is supported by sufficient evidence to justify a reasonable conclusion of guilt.
- Non-Cooperation – Person making the complaint failed to cooperate.
- False Complaint – Fraudulently filed complaint.

## Following up with the complainant

The complainant will be advised of the supervisor's findings. City, state, and federal laws govern a police employee's privacy rights, therefore, you may not be entitled to some information.



Community Mentorship (Officer Schiedeman/Officer Larsen)