



**City of  
WHITEWATER**  
Police & Fire Commission  
Complaint Processes

Type	Process	Participation	Timeline
Citizen Complaint Against Officer or Department	A complaint can be filed via the Department Website or in any written means or in person.	Charges can be filed by any aggrieved individual.	
	An investigation is conducted by command staff or Sergeant (depending on the severity of the complaint). Findings are forwarded to the Chief in a written disposition who then shares with the complainant. The notification must include a notification that the disposition can be appealed to the PFC.	Department Staff & Complainants	
	The number of complaints is shared with the PFC annually	Chief of Police	Annually
Citizen Complaint Against Command Staff	If the complaint is against a member of the Command staff that is not the Chief, the investigation is conducted by the Chief. The Chief prepares a written disposition and then shares with the complainant. The notification must include a notification that the disposition can be appealed to the PFC.	Chief of Police, PFC President	
	If the complaint is against the Chief the PFC President and City Manager will be notified within 24 hours of the complaint being received. They will then contact the Department of Investigation of the State of Wisconsin or regional Sheriff's office and request that an investigation be conducted. Findings are forwarded to the PFC President and PFC. A written disposition to the complainant will be sent on behalf of the PFC and if necessary the matter will be forwarded to the Disciplinary Process outlined in the League of Wisconsin Municipalities Handbook for WI Police and Fire Commissioners Manual will be utilized.	PFC President & PFC, External Law Enforcement Agency	
Commissioner Complaint Against Department	If a commissioner is forwarding a complaint they received, see above.	Charges can be filed by the Chief, a PFC commissioner, or any aggrieved individual.	With all deliberate speed in less than 48 hours. Email is acceptable.
	If the Commissioner is the complainant, an investigation is conducted by command staff and a disposition is shared with the complainant.	Department Staff & Commissioner	
Complaint Against Commissioner	The same process is used for any complaint. The complaint is forwarded to the Chief of Police. If the Chief of Police believes the complaint has merit and violates the intent and meaning of the Commission, the complaint is forwarded to the City Manager and the Police and Fire Commission President for review.	Chief of Police, City Manager, and PFC President. May also include City attorney, PFC commissioners and/or City Council	With all deliberate speed in less than 48 hours. Email is acceptable.
	The PFC President brings the complaint to PFC for review. If the President is the Commissioner in question the Chief works with the City Manager to secure the issue be placed on the PFC agenda.		
	After deliberation the Commissioner is cleared, sanctioned or forwarded to the City Council for Removal.		
	Outcome of the Commission review is communicated with the complainant and they are notified of their option to appeal to the Common Council.		
	The number of complaints is shared with the PFC annually.	PFC President	Annually