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## FINAL COMPLAINT CLASSIFICATION

Following the completion of the internal investigation, the investigator will recommend one of the following classifications:

### EXONERATED

The incident occurred but was lawful and proper.

### UNFOUNDED

Allegation is false or incident did not occur.

### INCONCLUSIVE

Evidence insufficient to prove or disprove the allegation.

### SUSTAINED

Evidence sufficient to support the allegation. Employee's actions may warrant discipline.

Employees against whom a complaint has been sustained are subject to internal discipline. Depending upon the seriousness of the misconduct, sanctions may range from counseling to termination of employment and are based on the City's progressive discipline policy.

## MISSION STATEMENT

*The Creve Coeur Police Department is committed to safeguarding the lives and property of the people we serve.*

*We strive to reduce the incidence and fear of crime and to enhance the public safety while working tirelessly to provide a better quality of life in the workplace and community.*

*We will achieve this goal by working as a team with other city departments, government agencies, and our community.*

**Glenn A. Eidman**  
*Chief of Police*

Supervisor contacted \_\_\_\_\_

Date of contact \_\_\_\_\_

Notes:

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## CITIZEN'S GUIDE TO MAKING INQUIRIES, COMMENDATIONS, AND COMPLAINTS



**CREVE COEUR  
POLICE DEPARTMENT  
300 N. New Ballas Rd.  
Creve Coeur, MO 63141  
(314) 432-8000**

**Glenn A. Eidman**  
*Chief of Police*

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# COMMENDING EXCEPTIONAL SERVICE

The best way to commend the actions of a police employee is to write a brief letter (or email) describing the incident and the actions you think were exceptional. Information such as the date, time, and location will help identify the employee if you do not know his or her name. If you choose not to write, you may ask to speak with a supervisor and make a verbal commendation. Copies of the commendation received by the Chief of Police are forwarded to the employee, his/her supervisor, and a copy is placed in the employee's personnel file. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated.

## MAKING AN INQUIRY OR COMPLAINT

An inquiry or complaint may be made at any time. Additionally, complaints should be made within a reasonable time after the incident occurred to help ensure that recollections of the incident are still fresh.

To register a complaint, contact a Watch Commander at (314) 432-8000.

The complaint review procedure is not intended to resolve issues surrounding traffic citations or arrests for which criminal charges have been issued; such matters are to be resolved through the court system.

## HOW COMPLAINTS WILL BE INVESTIGATED

### MINOR ALLEGATIONS

Allegations that a department employee was rude, overbearing or failed to perform his or her duty to the satisfaction of the citizen will normally be resolved between the employee and his/her supervisor. The complaints are documented to ensure that any emerging pattern of behavior is effectively addressed.

### SERIOUS ALLEGATIONS

Allegations that a department employee exercised unnecessary force, was derelict or neglectful in his/her duty, engaged in oppressive conduct, or violated federal, State, or local law will be investigated by the Commander responsible for the Internal Affairs function .

## COMPLAINT REVIEW POLICY

To ensure the integrity of the Department and to maintain the confidence of the public, all complaints against the Department or its employees will be thoroughly investigated.

## COMPLAINT & INQUIRY REVIEW PROCEDURE

The Department will investigate every complaint of misconduct. Complaints submitted by persons unwilling to cooperate in an investigation will be investigated to the fullest extent possible.

Complainants who cooperate in an investigation will be notified of the results of the investigation and are invited to periodically contact the Commander of the Internal Affairs function to determine the status of their complaint.

Witnesses named by the complainant will be interviewed regarding the incident and their statement will be recorded. The involved employee(s) and any additional witnesses will be interviewed. If a criminal law violation is alleged, and there is sufficient evidence to support the allegation, a parallel criminal investigation will be conducted.

All complaints will be investigated to the extent allowed by available information. It is intended that most investigations will be concluded within 90 days, but more complex issues may require a lengthier time frame. Complainants will be notified (in writing), when the investigation has been concluded with the final results.

The Department fully accepts its responsibility to investigate all legitimate, factual complaints against its employees. It cannot, however, preclude its employees from seeking redress through the civil courts to allegations which the citizen knows to be false, malicious, or contrived. Department employees, like all citizens, have the right to legal recourse through the judicial system.