

# Gillette Police Department



Chief of Police  
James A. Hloucal

## PROCEDURE FOR MAKING A COMPLAINT

The Gillette Police Department believes the public has a right to expect fair and impartial law enforcement services. Therefore, all complaints of police misconduct and complaints which question the Department's response to community needs will be thoroughly investigated.

In many instances, a complaint can be handled informally. Many times, a "complaint" originates because of a misunderstanding about the department's function, its policies and procedures, or the duties and responsibilities of its members. Quite often, if a potential complainant asks some questions about our procedures or inquires about the reason(s) a particular action was taken, it will be possible for an officer or supervisor to provide an adequate explanation. If your questions or concerns cannot be resolved in an informal manner, you have the right to make a formal complaint.

If you wish to file a complaint about the actions of any employee of the Police Department or about any aspect of police operations, please:

- Come to the Department and tell any employee you want to make a complaint; or
- Call the Department and tell the person answering the phone that you want to make a complaint; or
- Complete the complaint form that is available in the lobby of the Police Department and on line at [www.ci.gillette.wy.us](http://www.ci.gillette.wy.us); or
- Write your complaint and mail it to the Chief of Police, P. O. Box 518, Gillette, WY 82717-0518.

A supervisory officer will be assigned to assist you with your complaint. The supervisor will ask some questions about the conduct or demeanor that led to the complaint. Complaints will be fully investigated – allowing both sides to represent their view of the circumstances. Witnesses will be sought and other evidence such as patrol car recording systems will be reviewed. If the complaint is of a criminal nature, the Police Chief will assign the investigation accordingly. If serious charges are brought against an employee we want to ensure the investigation is handled in such a manner that all rules of evidence are carefully followed and that any evidence is preserved.

When your complaint has been investigated, the Chief of Police will review the investigation and will notify you in writing of the final outcome.

If you are not satisfied with making a report of your concerns as detailed above, you may make the complaint to the City Administrator, P. O. Box 3003, Gillette, WY, 82717.