

OUR POLICY

It is the policy of the Prairie Village Police Department to vigorously investigate all complaints against our employees in order to preserve public confidence. All such investigations are conducted in a fair and expeditious manner in accordance with Department, State and Federal laws and regulations.

WHO MAY COMPLAIN?

Any citizen who witnesses or has direct knowledge of police misconduct may file a complaint with the Prairie Village Police Department. The citizen does not need to have been personally involved to do so.

RESPONSIBILITY - OURS AND YOURS

The Prairie Village Police Department views all citizen complaints against its employees very seriously, and actively pursues investigations into misconduct. For this reason, it is important for us to ensure that your complaint is based on fact. False reporting in an attempt to unjustly subject a police employee to undeserved discipline, or place his/her employment in jeopardy, can result in criminal charges and/or civil suit.

WHEN SHOULD YOU COMPLAIN?

You should file a complaint whenever you witness behavior by any Department employee that is contrary to Department policy, is a violation of City, State or Federal law.

HOW DO YOU FILE A COMPLAINT?

The on-duty shift supervisor is responsible for receiving complaints. The goal of the supervisor in the complaint process is to resolve issues between citizens and officers. This occurs through effective communication with both parties to obtain facts of the incident and to clarify any misunderstandings. If the complaint involves a supervisor, then a higher ranking officer will receive the complaint.

If you do not feel comfortable discussing the matter in person, you may complete the back panel of this brochure and return it to the Records or Dispatch counter, or you may give it to a Police Department Supervisor. If you would like to return it at a later time, you may mail your complaint to:

Prairie Village Police Department
ATTN: Chief of Police
7710 Mission Road
Prairie Village, Kansas 66208

NOTE: Allegations of a serious nature will require a personal meeting at some point during the investigative process.

Complaints regarding bias-based policing can be filed with the Prairie Village Police Department for investigation and/or the complainant can contact the Kansas Human Rights Commission for their review at 785/296-7466.

WHO INVESTIGATES THE COMPLAINT?

Department supervisors are charged with the maintenance of discipline and with overseeing the conduct of employees who

they are responsible for supervising. A supervisor will interview you and any other witnesses. Information that must be included in the statement are the date, time, place and details of the incident. If a supervisor is unable to resolve the issue, the complaint will be forwarded to the Chief of Police for resolution or further investigation. Depending on the seriousness of the allegation, the investigation may be conducted by another supervisor, command staff member, or another police agency.

WHAT WILL YOU BE TOLD?

You will receive correspondence from the Chief of Police at the conclusion of the Department's investigation that outlines the facts of the complaint, applicable rules or laws that apply, and the finding of your complaint. Due to personnel laws governing employee privacy rights, you will not be apprised of the exact discipline of a Department employee

OUR COMMITMENT TO YOU

Courteous and professional police service, coupled with a prompt and objective response to complaints, is an intrinsic feature of our organization. The Prairie Village Police Department enjoys an excellent service record. It is our hope that your contacts with our employees are positive, and if not, we will endeavor to resolve your complaint. Of course, we would like to hear from you when we have provided you with commendable service, too!