

## MISSION STATEMENT

*"The mission of the St. Louis County Police Department is to work cooperatively with the public and within the framework of the Constitution to enforce the laws, preserve the peace, reduce fear and provide a safe environment in our neighborhoods.*

*The St. Louis County Police Department is committed to professional management and to providing our services in a manner that is responsive to community concerns. We pledge to always be sensitive to the needs of all our citizens."*

*COLONEL TIM FITCH  
Chief of Police*

## COMMENDING EXCEPTIONAL PERFORMANCE

The best way to commend the actions of a police employee is to write a brief letter (or e-mail) 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 the employee's supervisor and make a verbal commendation. Commendations received by the Chief of Police are forwarded to the employee and his or her supervisors, and a copy is placed in their personnel file. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated.

St. Louis County Police Department



An internationally accredited agency

## POLICE SERVICES EMERGENCY 911

### RESOURCES

GENERAL INFORMATION	314-889-2341
TTY HEARING IMPAIRED	911 OR 314-889-2345
POLICE RECORDS CHECK	314-615-7177
FAMILY COURT	314-615-4400
POLICE REPORT PURCHASES	314-615-7177
SAFE SCHOOLS HOTLINE	314-889-SAFE
CHILD ABUSE HOTLINE	1-800-392-3738
GOVERNMENT CENTER INFO.	314-615-5000
CRIMESTOPPERS	1-866-371-TIPS

### HEADQUARTERS

ST. LOUIS COUNTY POLICE	314-889-2341
7900 FORSYTH BOULEVARD	
ST. LOUIS, MISSOURI 63105	

### DIVISION OF CRIMINAL INVESTIGATION

GENERAL INFORMATION	314-615-5400
FAMILY CRIME UNIT	314-615-5370

### PRECINCT STATIONS

NORTH COUNTY (1 <sup>ST</sup> ) PRECINCT	314-355-1200
CENTRAL COUNTY (2 <sup>ND</sup> ) PRECINCT	314-567-9926
AFFTON SOUTHWEST (3 <sup>RD</sup> ) PRECINCT	314-638-5550
SOUTH COUNTY (4 <sup>TH</sup> ) PRECINCT	314-892-1510
CITY OF FENTON (5 <sup>TH</sup> ) PRECINCT	636-349-8120
CITY OF WILDWOOD (6 <sup>TH</sup> ) PRECINCT	636-458-9194
WEST COUNTY (7 <sup>TH</sup> ) PRECINCT	636-256-2602



Serving the community  
since 1955

*This brochure is available in an alternative format upon request. For more information, contact the Department ADA Coordinator at 314-615-4273 (Voice/TTY)*

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



Saint Louis  
**COUNTY**  
**POLICE**

7900 Forsyth Boulevard  
St. Louis, Missouri 63105

*"Serving Our Community Since 1955"*

Colonel Tim Fitch  
Chief of Police

Please visit us on the web at:  
[www.stlouisco.com/police](http://www.stlouisco.com/police)

## 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 alleged misconduct occurred to help ensure evidence is still available and recollections of the incident fresh.

To register a complaint, contact a Bureau of Communications supervisor at 314-615-5360 or TDD voice 314-889-2341. You will subsequently be contacted by the employee's supervisor within a timely fashion.

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.

### 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.

### HOW COMPLAINTS WILL BE INVESTIGATED

**Minor Allegations** - Allegations that a Department employee was overbearing or failed to perform his or her duty to the satisfaction of the citizen will normally be investigated by the employee's supervisor.

**Serious Allegations** - Allegations that a Department employee exercised unnecessary

force, was derelict or neglectful of his or her duty, engaged in oppressive conduct or violated federal, state or local law will be investigated by the Bureau of Professional Standards.

### COMPLAINT REVIEW PROCEDURE

The Department will make every effort to investigate complaints 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 result of their investigation and are invited to periodically contact the Bureau of Professional Standards to determine the status of their complaint.

Witnesses named by the complaint will be interviewed regarding the incident and their statements recorded. The involved employee(s) will be interviewed, as well as any additional witnesses discovered, and their statements will be recorded. If a criminal law violation is alleged and there is sufficient evidence to support the allegation, a parallel criminal investigation will be conducted by the Division of Criminal Investigation.

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 complex issues may require a longer time frame. Complainants will be notified, in writing, of the final results of the investigation.

Complainants may appeal the final results by submitting a letter to the Chairman of

the St. Louis County Board of Police Commissioners, 7900 Forsyth Boulevard, St. Louis County, Missouri 63105.

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 for 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.

### FINAL COMPLAINT CLASSIFICATIONS

At the conclusion of an internal investigation, the Bureau of Professional Standards will recommend one of the following classifications:

*EXONERATED* - The incident occurred, but the employee's conduct was lawful and proper.

*UNFOUNDED* - The allegation is false or the incident did not occur.

*NOT SUSTAINED* - There is insufficient evidence to prove or disprove the allegation.

*SUSTAINED* - The evidence is sufficient to support the allegation.

Employees against whom a complaint has been sustained are subject to internal discipline. Depending upon the seriousness of the misconduct, sanctions ranging from a written reprimand to termination of employment may be imposed.