



Complaint PROCESS

Our department deals with each complaint fairly. Citizens filing complaints are taken seriously and treated with respect. We look into each complaint thoroughly.

Citizens may file complaints with a department supervisor. The individual receiving the complaint will record the name, address, contact information, and the allegations. The Chief of Police reviews all complaints, and we investigate each allegation to ensure the integrity of the Department.

A complaint can be made in person at the Police Department (10 Civic Center Ave.), by phone at 630-897-8707, by email to psmith@ci.montgomery.il.us, or online at montgomeryil.org. Complaints may also be filed anonymously through the same methods. A complaint does not require a person filing a complaint against an officer to have the complaint supported by an affidavit or other legal documentation.

Often, one-on-one discussion regarding the complaint allows for positive and constructive feedback and understanding, resulting in a satisfactory explanation of the situation and reasoning. Therefore, we aim for a high level of engagement and seek a solution-based approach to resolving issues.

Mission Statement

The Village of Montgomery Police Department is committed to providing exceptional public service by protecting the life, liberty, and property of citizens in the Village. In addition, we strive to build community partnerships that preserve public trust, foster mutual respect, and enhance the quality of life for all.

Values

Members of the Montgomery Police Department are committed to our citizens and each other. We will:

- BE COURTEOUS. On all occasions, we will be courteous and considerate toward all members of the public and each other.
- BE HONEST. We will tell the truth in all records, statements, and testimonies.
- RESPECT DIVERSITY. We will treat the public and each other equally, regardless of sex, race, religion, age, sexual orientation, ethnicity, disability, or national origin.
- EMPHASIZE INTEGRITY. We will be morally upright and sincere in using the power and authority given to us.
- FOSTER COOPERATION. We will help each other succeed by assisting each other at every opportunity by following the highest standards and best practices of the law.

Core Strategies

Public Service
Policies & Procedures
Community Oriented
Harmonious Work Environment
High Quality of Life



PROCEDURES FOR CITIZEN FEEDBACK

Allowing Citizens the
Opportunity to Compliment
or File a Complaint
with the Montgomery
Police Department

MONTGOMERY
POLICE DEPARTMENT

10 Civic Center Ave.
Montgomery, IL 60538
P | 630-553-0554
F | 630-897-6320

montgomeryil.org



Complimenting AN EMPLOYEE

In law enforcement, employees often go above and beyond their duty. Police Officers, like everyone else, appreciate when the public notices their good deeds. But, too often, people only remember the traffic tickets they issue or the arrests they must make, not the thousands of helping hands they extend.

If an employee of the Montgomery Police Department provides a service deserving of accolades, please email, call, or write to the Chief of Police using the contact information listed below. Please share your thoughts as to why the employee deserves the commendation. The Chief will see that the positive feedback gets to the employee and will place a copy in their personnel file. This recognition boosts employee morale and encourages all employees of the Department to be more positive about themselves and the service they provide. We are proud of the excellent relationship we share with the community.



CHIEF OF POLICE PHILLIP J. SMITH
psmith@ci.montgomery.il.us
O | 630-897-8707
10 Civic Center Ave. | Montgomery

The Importance of Feedback

The Montgomery Police Department recognizes that its employees are responsible for their conduct where the public is concerned. The Department also acknowledges that, at certain times, conflicts between citizens and Department employees can arise. It is essential to the safety of our community that we build a relationship of confidence and trust between police and citizens. Law enforcement can only be effective with this firm conviction by both entities.

Police Officers must be free to exercise their best judgment and initiate proper action reasonably, lawfully, and impartially without fear of reprisal. At the same time, they must observe the rights of all people. Therefore, the complaint process and appropriate disciplinary procedures not only subject department members to corrective action when they conduct themselves improperly; the guidelines also protect them from unwarranted criticism when they discharge their duties properly.

A disagreement over the validity of a citation is not a complaint. Instead, please direct such disputes to the court that has jurisdiction in the matter.

The Police Department realizes that confusion, varying perspectives, or the timeliness of information sometimes will result in descriptions that produce different versions of the same incident. Beyond legitimate error, however, the deliberate making of a report that the complainant knows to be false or misleading could constitute a violation of State Law.

COMPLAINT DISPOSITIONS

Anonymous complaints will be accepted. However, you cannot be informed of the complaint disposition if you remain anonymous, and we have no means to contact you. After a thorough investigation, the complaint will be classified into one of the following dispositions:

UNFOUNDED

When the investigation discloses that the alleged act(s) did not occur or did not involve department members.

EXONERATED

When the investigation discloses that the alleged act(s) did occur, but the act was justified, lawful, and proper.

NOT SUSTAINED

When the investigation discloses insufficient evidence to sustain the complaint or fully exonerate the member.

SUSTAINED

When the investigation discloses sufficient evidence to establish that the act occurred and constituted misconduct.

**THE CHIEF OF POLICE IS RESPONSIBLE
FOR THE FINAL DETERMINATION
REGARDING THE DISPOSITION OF
ANY COMPLAINTS AND ANY
SANCTIONS TAKEN AS A RESULT OF
SUSTAINED ALLEGATIONS.**