

Our Mission and Vision

Your Police Department, in the interest of providing a safe environment for all and to enhance the quality of life in this community, pledges to serve and protect the life and property of the people of Bartlett.

Our goal is to prevent crime, to preserve the public peace, and uphold those guarantees set down in the Constitution of the United States of America, the laws of the State of Illinois and local ordinances of Bartlett.

This mission grows from our vision of the relationship between the People of Bartlett and the Bartlett Police.

Your Police Department strives to remain a vital and responsive member of the community. The Bartlett Police have a commitment to training and professionalism and receive their direction and authority from the public trust. This continuing partnership will allow us to change, grow and develop together. With compassion, respect and understanding of your needs, we will be guided by justice both now and tomorrow.

(Mission Vision Statement developed by
a Committee of Employees – 1994)



Complaint & Compliment Procedures



Bartlett Police Department

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It is the policy of the Bartlett Police Department to receive and investigate complaints related to internal discipline in a manner that will assure the community of prompt corrective action when department members conduct themselves improperly and to protect the police department and its members from unwarranted criticism pursuant to the discharge of official duties.

How are complaints made?

Throughout the year, members of the police department handle a variety of calls and have numerous contacts with the public. In some cases, individuals may feel that a member of the police department has treated them in a less than professional manner. If a person feels this has occurred, they can come to the police department and ask to speak to the sergeant or supervisor on duty.

At this time, the sergeant or supervisor on duty may attempt to resolve the problem informally or through a formal internal investigation. This decision is based on the nature and scope of the complaint as well as the wishes of the complainant.

If the complainant wishes to file a formal complaint, the sergeant or supervisor on duty will assist the complainant in filling out the proper

paperwork. Per Illinois law, the complaint must be supported by a sworn affidavit, or declaration that the facts stated are true. This complaint will be forwarded to the Deputy Chief of Operations for assignment and investigation.

What happens when a formal complaint is filed?

Once a complaint is filed, it will be forwarded to the Deputy Chief of Operations, who will then assign it to a supervisor for investigation. The investigation process takes approximately thirty days. You will be kept informed as to the status of the investigation and you will be advised in writing as to the outcome of the investigation.

If the complaint is found to be true, the department member may be disciplined at the discretion of the Chief of Police. One or more of the following disciplinary actions may be taken:

- ◆ Counseling.
- ◆ Reprimanding the member.
- ◆ Suspending the member without pay.
- ◆ Demoting the member.
- ◆ Recommending the member be terminated.



What if I want to compliment a member of the department?

If you have the occasion to see a department member doing an outstanding job, the department would also like to hear about that. This can be accomplished by contacting the supervisor on duty or by sending a letter to the Chief of Police.

The members of the Bartlett Police Department are individuals who are dedicated to serving you and the community.
