

MILWAUKEE FIRE AND POLICE COMMISSION

OVERVIEW OF CITIZEN COMPLAINT PROCEDURE

The Fire and Police Commission is the civilian oversight agent of the Milwaukee Fire and Police Departments. The Commission has the responsibility of setting standards and policy for the Milwaukee Fire and Police Departments. The Commission exercises its authority to investigate citizen complaints and impose discipline when department members do not maintain those standards. Detailed below is an overview of the complaint process:

1. A person files a complaint with the Milwaukee Fire and Police Commission by mail, email, telephone, website, or in person.
2. The complaint is reviewed by Fire and Police Commission staff and, if necessary, additional information is obtained from the person filing the complaint.
3. The Fire and Police Commission conducts an investigation following established intake investigation guidelines.
4. Based upon the intake investigation guidelines, the complaint is then referred for one of five procedures: mediation, rapid resolution complaint inquiry, dual complaint inquiry, citizen board trial, or dismissal.
5. If referred for mediation, an independent, professionally trained mediator will contact the person and department member(s) to arrange the mediation meeting.
6. If referred for Rapid Resolution Complaint Inquiry (RRCI), the person will be contacted by a department supervisor to discuss the incident.
7. If referred for Dual Complaint Inquiry (DCI), the person will be contacted by a Fire and Police Commission or Department investigator.
8. If referred for citizen board trial, the person will be contacted by the Fire and Police Commission to arrange their appearance at the trial.
9. In all cases, the Fire and Police Commission will assist persons with their participation and understanding of the process.