



Bryan Litwin, Chief of Police



It is the mission of the Kentwood Police Department to reduce serious crime, increase traffic safety, and serve the community with excellence.

Dear Citizen,

Police officers are sworn to protect the rights of all citizens regardless of race, age, sex, nationality, religion, or political preference. This applies to those who are taken into police custody, as well. The men and women of the Kentwood Police Department take this charge seriously and, for that reason, we have adopted internal safeguards to discourage abuses of authority by police employees. Complaints regarding such abuses are vigorously investigated. If you feel that an employee of this Department has acted in an abusive or unprofessional manner towards you or others, I encourage you to report that employee to a police supervisor. The information in this brochure is being provided to assist you in quality police service. You help us improve and perpetuate that service when you report poor police service to us.

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 Kentwood Police Department enjoys an excellent service record, and it is our hope that your contacts with our employees are positive. If not, we will endeavor to resolve your complaint to your satisfaction. Of course, we would like to hear from you when we have provided you with commendable service as well.

Our Policy:

It is the policy of the Kentwood Police Department to vigorously investigate all complaints against its employees in order to preserve public confidence in our willingness to oversee and control the actions of our employees. All such investigations are conducted in a fair and expeditious manner in accordance with Departmental, state, and federal laws and regulations.

Who May Complain:

Any citizen, regardless of age, sex or nationality who witnesses, or has direct knowledge of, police misconduct may file a complaint with the Kentwood Police Department. The citizen need not have been personally involved to do so.

Responsibility – Ours and Yours:

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

When Should you File a Complaint?:

Whenever you witness behavior by any Department employee which is contrary to Department policy, is a violation of City, state, or federal law, involves excessive use of force, or involves discourteous or abusive treatment.

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How do you file a complaint?

Generally, complaints are filed through the supervisor of the employee involved. If you do not know the name of the employee involved, you may file the complaint through any police supervisor. A complaint may also be filed by mail and a supervisor will contact you.

Who investigates the complaint:

Department supervisors are charged with the maintenance of discipline and with overseeing the conduct of employees assigned to their charge. In most cases, the supervisor of the employee conducts the investigation and reports the incident through the chain of command for disposition. In more serious incidents, the investigation may be conducted by another Department's internal affairs function at the request of the Kentwood Police Department.

Complaint Procedure:

The supervisor will contact you and interview any other witnesses. The supervisor will ask you to write a statement or, if not practical, make a taped statement. Information which must be included in the statement are the date, time, place, and details of the incident.

The Chief of Police will review the report and supporting documentation and shall make a determination of fact, giving final approval of the disposition of the case as follows:

Sustained: the evidence is sufficient to prove the allegation

Not Sustained: there is insufficient evidence to either prove or disprove the allegation
Exonerated: the incident occurred, but was lawful or proper
Unfounded: allegation is false or not factual

What will you be told:

City, state, and federal personnel laws govern an employee's privacy rights. Disciplinary action is not subject to public disclosure without a court order. You will be advised of the supervisor's findings and the conclusion of fact by the Office of the Chief of Police.