

WILLOUGHBY HILLS POLICE DEPARTMENT

Employee Performance Feedback

The Willoughby Hills Police Department is always interested in learning how the public perceives our employees' duty performance. We welcome your comments by email at police@willoughbyhills-oh.gov, by phone at (440) 942-9111, or by U.S. Mail at 35405 Chardon Road, Willoughby Hills, OH 44094.

The following information is provided regarding Citizen Complaints.

1. All citizen complaints pertaining to departmental policies or procedures or that allege employee misconduct will be documented and investigated by the department.
 - a. Complaints may be given in person, over the telephone, or in writing.
 - b. Anonymous complaints or complaints from citizens who wish their names to be held in confidence will be accepted for investigation and documented as such.
2. Citizen complaints may be accepted by any supervisor of the department who is approached for such assistance. The supervisor will enter the complainant's master name data if provided, document the complaint in writing and promptly forward the complaint to the Chief of Police.
3. The supervisor may attempt to resolve a complaint by an exploration of departmental policies and procedures, where applicable. Attempts to resolve complaints will be noted in the complaint report.
4. Upon receipt of a citizen's complaint, the internal investigations authority appointed by the Chief of Police will contact the complainant and advise them the matter is under investigation and the complainant will receive written notice of the final disposition of the case if requested. The internal investigations authority will advise the complainant of departmental procedures for the processing and investigation of citizen complaints.
5. Investigations of complaints will be completed within a reasonable amount of time normally 14-21 days with extensions approved by the Chief of Police.