

C. PRELIMINARY INVESTIGATION

A preliminary investigation occurs whenever a supervisory member receives/accepts a citizen complaint or internally generated complaint from the complainant. The supervisor who receives/accepts a complaint is the person who conducts the preliminary investigation, prior to submitting the complaint to their commanding officer. The preliminary investigation includes but is not limited to: review of complaint, obtaining supporting documents or evidence, consulting the Professional Performance Division, etc.

D. INITIATION REPORT

An initiation report communicates the investigating supervisor's understanding of the complaint allegation(s), the identification of the accused Department member(s), and potential rule or procedure violation(s) based upon that supervisor's initial review of the complaint and any other information provided by the preliminary investigation. An initiation report can be completed on a PI-32 or a PI-4, depending on whether the personnel investigation is based upon a citizen complaint or an internally generated complaint.

E. CITIZEN COMPLAINT MEDIATION

Citizen Complaint Mediation is a method to resolve a citizen complaint against a member. It is also a public relations tool to increase community awareness and understanding of police procedures. The Mediation process is a voluntary, confidential procedure where a professional mediator helps the citizen and the employee resolve issues concerning the complaint.

Once a complaint is filed with either the Fire and Police Commission or Milwaukee Police Department, an initial investigation is done. It may be determined that the issues raised could be best resolved through mediation. All parties are contacted and if they agree to participate, the case is assigned to the Milwaukee Mediation Center. The Milwaukee Mediation Center will then contact all parties to explain mediation and arrange a time, date, and location for the mediation.

450.10 RECEIPT OF CITIZEN COMPLAINT

- A. Citizens who wish to express dissatisfaction, due to the acts or omissions of one or more Department members, or due to Department policies/procedures, shall be **immediately referred to a supervisor**. Non-supervisory members shall in no way attempt to deter a citizen from making a complaint and are prohibited from questioning citizens as to the nature of the complaint. If the complaint relates to a Department member of another work location, the complaint shall be accepted without referring the complainant to that work location.

9. Promptly forward all documents, reports, and evidence to your commanding officer.

450.25 MEDIATION

- A. Mediation is a process that assists people in resolving conflicts or disputes. The mediation session offers people the opportunity to create their own mutually agreeable solutions with the assistance of a trained, impartial third party, a mediator. The mediator does not make decisions for the parties or determine who is right or wrong. Mediation is not a court hearing or a counseling session. Neither lawyers nor witnesses are needed, although, lawyers may attend to advise their clients.
- B. Mediation sessions are informal, structured discussions to help clarify the issues and move towards agreement. Parties are given the opportunity to listen to each other and to speak without interruption. If an agreement is reached, it may be written down and signed by the parties. A signed agreement is not required to conclude mediation. Before participating in a mediation session, the parties should think about possible solutions to the problem.
- C. Once the citizen complaint is reviewed by the Professional Performance Division a determination will be made if the complaint is eligible for mediation. Each complaint is evaluated on its own merits to determine eligibility, including its value as a public relations tool. Mediation may be an appropriate disposition for any minor complaint that might otherwise have been categorized as Sustained, Not Sustained, Exonerated, or Unfounded had a complete investigation been conducted. If it is determined that mediation is a viable solution both the complainant and the employee(s) involved will be contacted to arrange a mediation date and time.
- D. Once the mediation is over, the case is closed and no further action or discipline will be taken regarding the complaint.

450.30 INVESTIGATION PROCEDURES

- A. CITIZEN COMPLAINT CONTACT
 1. Whenever a commanding officer assigns a personnel investigation to a subordinate supervisor and there is a named citizen complainant, the investigating supervisor shall contact that complainant within 3 days of receiving the investigation. The investigating supervisor shall provide the citizen complainant with his or her name and work location telephone number, and the supervisor shall document the date and time of this contact in his or her investigative summary report.
 2. If the investigating supervisor is unable to contact the citizen complainant in the time allotted, he or she shall contact the Professional Performance Division for further direction. In this circumstance, it may be necessary for the Professional Performance Division to send a letter to the complainant's last