



COMPLAINTS AGAINST POLICE PERSONNEL

ANNUAL REPORT (ENTIRE YEAR 2025)

Citizen Complaint Policy

A complaint may be made by anyone. It is the policy of the Northlake Police Department to investigate all complaints, including anonymous complaints, of alleged employee misconduct, to equitably determine the validity of those allegations, and to impose any disciplinary actions that may be justified in a timely and consistent manner. If the complainant is under the age of 18, we request that the complainant be accompanied by a parent or legal guardian when filing the complaint. The Police department also investigates complaints or policy adherence failures that are normally investigated internally. Those types of complaints are included in this quarterly report as *agency-based complaints*.

Citizen Complaint packages shall be available at the Police Department and shall be issued to every person who wishes to register a complaint against an employee. Citizen Complaint packages shall be printed in both English and Spanish. Information shall be posted in both English and Spanish in the public area of the Police Department explaining the procedure to be followed to register a complaint. This information will also be available on the City website.

If a complainant makes a complaint by phone or in person (when not in the station), the shift supervisor shall attempt to obtain the complainant's address and telephone number and complete the Supervisor's Citizen Complaint Report portion of the complaint and forward it to the Chief of Police by the end of the shift. The Deputy Chief shall receive a copy in the Police Chief's absence. The same procedure shall be followed on anonymous complaints.

Final Ruling Classifications

The results of a citizen complaint are classified as one of the six following categories:

- **Sustained (SU)**: The investigation disclosed sufficient evidence to clearly prove the allegation made in the complaint.
- **Not Sustained (NS)**: The investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation made in the complaint.
- **Exonerated (EX)**: The act, or acts, which provided the basis for the allegation or complaint, occurred; however, the investigation revealed they were justified, lawful, and proper.
- **Unfounded (UN)**: The investigation conclusively proved that the alleged act or acts did not occur or the person(s) named in the allegation were not involved in the act or acts alleged to have occurred.
- **Complaint Withdrawn (CW)**: The complainant affirmatively indicates the desire to withdraw their complaint.
- **Determination Suspended (DS)**: The complainant failed to cooperate and/or disclose requested information needed to further the investigation to conclusion.

2025 Citizen Complaint Data (Entire Year)

Month (in 2024)	Total Number of Complaints Filed	Total Monthly Police Service Calls	Final Ruling Classifications					
			SU	NS	EX	UN	CW	DS
January	1	2,584	--	--	X	--	--	--
February	0	2,316	--	--	--	--	--	--
March	0	2,640	--	--	--	--	--	--
April	0	3,063	--	--	--	--	--	--
May	0	3,610	--	--	--	--	--	--
June	0	3,266	--	--	--	--	--	--
July	0	3,373	--	--	--	--	--	--
August	0	3,522	--	--	--	--	--	--
September	0	3,185	--	--	--	--	--	--
October	0	2,897	--	--	--	--	--	--
November	0	3,088	--	--	--	--	--	--
December	0	2,919	--	--	--	--	--	--
Totals (YTD) →	1	36,463	0	0	0	0	0	0

Through the end of 2025, Northlake PD made a total of 252 arrests.