
CITIZEN COMPLAINT PROCEDURE

Mission Statement

The Mundelein Police Department is in existence to provide the highest quality of police service, which requires citizen involvement in the identification, and solution of problems within the community. The Mundelein Police Department will provide professional, knowledgeable, and focused law enforcement services to ensure the safety and wellbeing of all people, while promoting individual responsibility and community commitment. Our officers will work with compassion and respect as we assist victims of crime and form partnerships to organize strategies, which reduce crime, the fear of crime and improve the quality of life. As we work towards these goals we do so remembering: Our greatest asset is our personnel; our greatest strength is our partnership with the community.

Complaint Procedures

Each employee of the Mundelein Police department understands that the integrity of the organization depends upon the personal integrity and discipline of its members. We believe it is essential to maintain an open system of review that ensures objectivity, fairness and justice through an impartial investigation of the facts.

All of our employees are carefully recruited and extensively trained to perform their duties in a professional manner. We strive to treat everyone with courtesy, consideration and dignity.

If you have a question or complaint we ask that you contact the on duty watch commander so that we may address your concerns. We can be reached

- By Telephone: 847-968-4600
- In person at the Police Department
- In writing to the Police Department

221 North Lake Street
Mundelein, IL 60060

All complaints will be reviewed and if you provide contact information you will be notified of the results of the investigation upon its conclusion.

Courage. Pride. Commitment.