



City of Racine Police Department  
**Policy and Procedure**

**Number: 703**

Subject: <b>Walk-In Complaints</b>		
Date Issued: <b>12-11-81</b>	Date Revised: <b>8-3-18</b>	Revision Number: <b>4</b>

## POLICY

When persons come to the Public Service Counter or the After-Hours Callbox to request our assistance, the Department must be just as prepared to address these issues as we are in answering calls for service by being dispatched to another location.

## PROCEDURE

### **PUBLIC SERVICE COUNTER**

1. "In progress" occurrences should be reported immediately to Dispatch.
2. If the person is reporting a "found item" and turning it in, take possession of the item and process it in accordance with Procedure #1201. (Keep in mind that items may have evidentiary value.)
3. If the person is reporting a crime, notify Dispatch and request a complaint number.
4. Be prepared to provide Dispatch with the following information:
  - a. Name and date of birth of complainant
  - b. Location of violation
  - c. Type of violation

### **MEMBER**

1. Provide assistance as necessary to persons at the Public Service Counter or the After-Hours Callbox. Light duty personnel shall complete complaints as far as possible, without leaving the building. Additional follow up, if necessary, will be assigned to a road officer).
2. Complete any reports and forward to a supervisor per Procedure #200.

### **SHIFT COMMANDER**

When notified by Communications that a person is waiting for an officer to assist them outside the building at the After-Hours Callbox establish the approximate waiting time to determine if the person should be permitted to wait inside the Department lobby area, until the responding officers' arrival.

### **NOTE**

Persons reporting incidents should not be asked to return later or call the Department at a later time without approval from the Shift Commander.  
Whenever a person has to wait for assistance from an on-duty officer, the Public Service Counter personnel should provide them with an approximate waiting time.

## RELATED PROCEDURES

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[200 – Review, Endorsement and Routing of Paperwork](#)

[1201 – Property Inventory – Excluding Motor Vehicles](#)