



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

450 – PERSONNEL INVESTIGATIONS

GENERAL ORDER: 2025-55
ISSUED: November 13, 2025

EFFECTIVE: November 13, 2025

REVIEWED/APPROVED BY:

Assistant Chief Craig Sarnow

DATE: September 9, 2025

ACTION: Amendment to General Order 2023-62 (November 1, 2023)

WILEAG STANDARD(S): 1.9.1, 1.9.2, 1.9.3, 1.9.4, 1.9.5, 1.9.6

ROLL CALL VERSION

Contains only changes to current policy.
For complete version of SOP, see SharePoint.

450.05 DEFINITIONS

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 performed. 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.~~

EF. PLAUSIBLE

FG. INVESTIGATOR

450.10 RECEIPT OF CITIZEN COMPLAINT (WILEAG 1.9.1, 1.9.2)

- C. 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. The only exception to this section are complaints received by the ~~Technical Communications Division~~ Department of Emergency Communications, which shall ~~will~~ immediately be routed to a supervisor at the district/bureau in which the allegation occurred.

450.30 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 Internal Affairs 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.~~

450.3530 STIPULATION

450.4035 INVESTIGATION PROCEDURES (WILEAG 1.9.3, 1.9.4)

450.4540 CIVILIAN MEMBERS – RIGHT TO REPRESENTATION

450.5045 COMMANDING OFFICER RESPONSIBILITIES

- F. Commanding officers shall submit a written summary for each completed personnel investigation as outlined in 450.4035(I).

450.5550 INTERNAL AFFAIRS DIVISION RESPONSIBILITIES / AUTHORITY (WILEAG 1.9.1, 1.9.2, 1.9.3, 1.9.6)

- F. The commanding officer of the Internal Affairs Division shall cause a review of personnel investigations every six months to identify patterns of allegations concerning members of the department.
1. If a pattern of allegations has been identified, including but not limited to three or more complaints against a member within 90 days or over a rolling one-year period, the Internal Affairs Division shall notify the member's captain and respective assistant chief of police, or designee.

2. The member's captain shall review the identified pattern of allegations with the member and determine if training or further action is required to address the pattern of allegations.
3. The member's captain shall document the course of action deemed appropriate to address the pattern of allegations in the ~~"After Action Report"~~ "Course of Action" report in the AIM System personnel management software and track submit the report in AIM the personnel management software to the Internal Affairs Division.
4. Information regarding a member who has received three or more complaints within 90 days or over a rolling one-year period shall also be forwarded to shared with the assistant chief, or designee, of the Administration Bureau for further action.

450.6055 INVESTIGATION STATUS

- A. Internal investigations not associated with a crime or critical incident shall be completed within 90 calendar days of being assigned. Extension requests must be approved via email and/or writing by the commanding officer of the Internal Affairs Division. An extension request may be approved for the following, but not limited to, reasons due to scheduling conflicts for the member, the member's respective union representation, or investigator: FMLA, military leave, and/ or medical leave. A status report shall be generated to the commanding officer of the Internal Affairs Division for all open investigations exceeding 90 calendar days of initial assignment of such investigation and every thirty (30) days thereafter.

Note: An investigation is considered to be completed when the commanding officer of the Internal Affairs Division reviews the personnel investigation as outlined in 450.5550(E). An investigation may be reopened should the accused member forward new information as outlined in SOP 870.20(D)(2) that would warrant additional investigation, or at any time by the Chief of Police.

450.6560 REPORT ROUTING AND RETENTION (WILEAG 1.9.5)

450.7065 FIRE AND POLICE COMMISSION INVESTIGATIONS

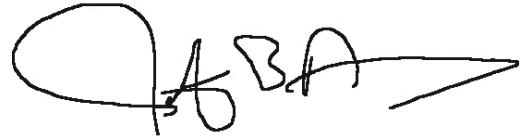
A. CITIZEN COMPLAINT PROCESS

4. At the direction of the FPC board or executive director, and in accordance with FPC rules, citizen complaints filed with the FPC may be resolved through Rapid Resolution Complaint Inquiry Procedure (RRCI), mediation, trial, or other procedures established by the FPC.

B. FIRE AND POLICE COMMISSION INVESTIGATIONS

2. If a member is under investigation for an alleged violation of the Code of Conduct, FPC rules, or standard operating procedures and is subject to an interview that could lead to disciplinary action, such interview by the FPC investigator or executive director of the FPC will comply with the requirements set forth in SOP 450.4035(D)

Informing the Member Procedure. The form FPC-21 *Informing the Member Report* will be used by the FPC in place of the department form PI-21.

A handwritten signature in black ink, appearing to read 'J.B. Norman', with a long horizontal stroke extending to the right.

JEFFREY B. NORMAN
CHIEF OF POLICE

JBN:mfk