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Citizen Complaint Procedures

The New Berlin Police Department is committed to investigating citizen complaints in a just manner. The department will impartially investigate all complaints.

If you have a question or complaint with regard to how an incident was handled by a member of the New Berlin Police Department, you should request to speak with a shift supervisor. This supervisor will have the most direct knowledge of the incident or call for service. The majority of questions or complaints are resolved to the satisfaction of all parties through conversation with the shift supervisor.

If, after speaking with the shift supervisor, the resolution you seek is not sufficient you may file a written Citizen Complaint Form. The New Berlin Police Citizen Complaint Form may be found online on our website – www.nbpolicy.org or may be obtained at the police department.

The New Berlin Police department takes legitimate grievances regarding police misconduct seriously. Written complaints and investigatory findings against police are subject to open records laws and may be released to the media or others who submit a request. The department respects the citizen's right to make a complaint anonymously.

Wisconsin law requires our department make known that, "whoever knowingly makes a false complaint regarding the conduct of a law enforcement officer is subject to a class A forfeiture". All instances of false reporting are referred to the Waukesha County District Attorney's Office for prosecution.

Completed Citizen Complaint forms may be dropped off at the New Berlin Police Department