

## *Can I File a Complaint in Person?*

Yes. The Fire and Police Commission is located in City Hall at 200 E Wells Street, Room 706. You can file a complaint at our office weekdays 8:00 a.m. to 4:45 p.m. You may also go to the following community organizations to obtain assistance:

**House of Peace Community Center**  
1702 W. Walnut St. – (414) 933-1300  
*Marquette Legal Clinic attorney Tues. 3:00 - 7:00 p.m.*

**Milwaukee Urban League**  
435 W. North Ave. – (414) 374-5850

**Spanish Center**  
614 W. National Ave. – (414) 384-3700  
*Marquette Legal Clinic attorney Wed. 5:00 - 7:00 p.m.*

**NAACP**  
2745 N. Martin Luther King Dr. – (414) 562-1000  
*Attorney available Tues. 10:00 a.m. - noon*

**Sheeeye Community/Hmong American Friendship**  
3824 W. Vliet St. – (414) 344-6575

**Sherman Park Community Association**  
3526 W. Fond du Lac Ave. – (414) 444-9803

**Spotted Eagle**  
3134 W. State St. – (414) 342-0700

**Voces De La Frontera**  
1027 S. 5th St. – (414) 383-8783

**Urban Underground**  
4850 W. Fond du Lac Ave. – (414) 444-8726

**Southside Organizing Committee**  
1300 S. Layton Blvd. – (414) 672-8090

**LGBT Community Center**  
315 W. Court St. – (414) 271-2656

## *What If I Have More Questions?*

The Fire and Police Commission encourages you to contact us whenever you have a question. Our trained staff is available to help you weekdays 8:00 a.m. to 4:45 p.m. at our City Hall office or anytime through our 24-hour message line or website.



## **Milwaukee Fire and Police Commission**

MaryNell Regan, Executive Director  
200 E. Wells Street, Room 706-A  
Milwaukee, WI 53202

**24-Hour Message Line**  
414-286-5000

**Office Hours**  
Weekdays 8:00 a.m. to 4:45 p.m.

**Website**  
[www.milwaukee.gov/fpc](http://www.milwaukee.gov/fpc)

## *How to File a Complaint*



## **Milwaukee Fire and Police Commission**

## *What is the Fire and Police Commission?*

The Fire and Police Commission is the civilian body of city government that oversees the operations of the Milwaukee Fire Department and the Milwaukee Police Department. The Commission has the authority to independently investigate complaints and discipline employees for misconduct. The Commission also prescribes policies and standards, conducts appeal hearings of employees that have been disciplined by their Chief, and oversees recruitment and testing for positions in the fire and police departments.

The Commission is comprised of seven part-time citizens and a full-time Executive Director that are appointed by the Mayor and confirmed by the Common Council. It is supported by a full-time professional staff of city employees.

## *Who Can File a Complaint?*

A complaint can be filed by anyone that observes or experiences inappropriate conduct committed by an employee of the fire or police department.

## *How Do I File a Complaint?*

Filing a complaint is not difficult. We have a citizen complaint form to assist you with organizing the information about your complaint. The form asks you to provide a description of the incident, your name, and a means of contacting you. You fill in the form and then give it to us.

## *How Do I Get a Complaint Form?*

You may obtain a complaint form by phone, mail, fax, email, our website, or through various community organizations.

## *What Happens After I File My Complaint?*

After the complaint is received a Commission investigator will contact you to arrange an interview. If we determine that the Commission has authority over the complaint it may be referred to our mediation program, to the Police Chief or Fire Chief for action, or referred to the citizen board for a complaint trial.



## *What is Mediation?*

Mediation is a meeting between the employee, the person filing the complaint, and a professional mediator to resolve the issues that led to a complaint being filed.

## *What is a Complaint Trial?*

It is a quasi-judicial administrative hearing to determine whether the employee violated a rule or standard of the department. The person filing the complaint, along with the employee and witnesses tell the citizen board what happened.

## *What Can the Fire and Police Commission Do About My Complaint?*

The Commission can suspend, demote, or discharge department members from employment. They can also issue policy or training directives to help the employee do their jobs better.

## *Can I Get Paid For My Damages?*

The Commission does not have the authority to award any money damages. Claims for money damages must be filed separately with the Milwaukee City Clerk, 200 E Wells St., Room 205, Milwaukee, WI 53202.