

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.

Can I File a Complaint Online?

Yes. The Fire and Police Commission's website has an online form that you may fill out and submit digitally. The complaint forms are also available on the Fire and Police Commission's website for downloading and printing.

These online resources are available at city.milwaukee.gov/fpc/complaints

Are Complaint Forms Available in Languages Other Than English?

Yes. The Fire and Police Commission's website has complaint forms available for download in Spanish and Hmong. The Commission also has a certified bilingual (Spanish/English) staff member available to assist in the complaint process as needed and will hire 3rd party translation services as necessary.

Who Can I File a Complaint Against?

The Fire and Police Commission has authority to investigate complaints against City of Milwaukee Fire and Police Department employees. This includes City of Milwaukee Police Officers, Firefighters, employees of the City's 911 Communications Center and other City of Milwaukee Public Safety personnel.

The Fire and Police Commission does not have authority to investigate complaints against parking enforcement personnel, County Sheriff's Department personnel, employees of the House of Corrections, or suburban Police and Fire personnel.

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

Griselda Aldrete, 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

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. You may submit the form online using our online portal or you may download a copy from our website to print, fill out by hand, and submit by mail or in person.

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 (please visit our website for a complete and up to date list).

What Happens After I File My Complaint?

After the complaint is received a Commission investigator will contact you to discuss the complaint. If after the subsequent investigation 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.