

# Glendale Heights Police Department

**GENERAL ORDER # 625**

**SUBJECT:** Suggestion Program

**ACTIVE DATE:** 08-08-2018

**RESCINDS:** GO #18, issued 11-7-2013

**AUTHORITY:** Douglas R. Flint, Chief of Police

**RELATED DOCUMENTS:**

## **.01 Purpose**

This order enables members to submit suggestions for the improvement of the Department, and outlines the responsibilities of various members in processing suggestions received.

## **.02 CALEA Standards**

None

## **.03 Policy**

The Glendale Heights Police Department enthusiastically encourages all members to participate in the suggestion program. A progressive administration recognizes that many improvements within an organization may develop from ideas conceived at all levels of that organization. This program presents an opportunity for all members, regardless of title, rank, or assignment, to make a meaningful contribution to improve the effectiveness of the Department. Supervisors should take every opportunity to encourage members to participate in the program.

## **.04 Definitions**

**Suggestion**—A constructive recommendation to simplify procedures or organization; to conserve materials or property; to promote health or improve working conditions; to reduce the occurrence of accidents; to improve morale; and to enhance the image of the Department. A suggestion shall include the following statements:

1. A description of the problem encountered or the existing deficiency.
2. The recommended change, new procedure, techniques, or equipment.
3. Facts supporting the recommended solution.

## **ORDER**

### **.10 Suggestion Processing**

A. Any member of the Department wishing to submit a suggestion shall use the Glendale Heights Police Department standard memo form. The memo shall be submitted to the member's immediate supervisor, who will initial it, mark the date and time it was received, and forward it to the supervisor's Deputy Chief of Police, along with any comments the supervisor has regarding the suggestion. Suggestions may be signed or anonymous.

B. The Deputy Chief of Police will review and initial the suggestion, mark the date and time it was received, and write any comments the Deputy Chief of Police has regarding the suggestion. The Deputy Chief of Police shall forward the memo to the Chief of Police.

C. The Chief of Police will review the suggestion and may confer with other staff or the member submitting the suggestion before acting on the suggestion. The Chief of Police, upon carefully reviewing the suggestion, shall forward a reply through channels to the member submitting the suggestion, if the suggestion is signed. The Chief of Police may assign a staff member to review, research, and evaluate the

suggestion. The Chief of Police shall also ensure a copy of the suggestion is placed in the member's personnel file regardless of the final decision.

D. A member who submits a suggestion through this program, which results in significant savings in manpower or operating costs, or results in a significant improvement in Department operations, may be recognized through a commendation or other award.