

Mission Statement

MISSION STATEMENT

The Webster Groves Police Department safeguards the lives, rights and property of all persons. It endeavors to achieve its goals and objectives by using a wide range of services delivered in such a manner that maximum efficiency and productivity are obtained from available resources. The continuing objectives of the Webster Groves Police Department are to improve the quality of life by:

- Preventing, detecting and controlling crime on a continuing basis relying, when possible, on pro-active, preventive measures.
- Aiding, to the greatest extent possible, those who cannot care for themselves.
- Facilitating the safe and expeditious movement of vehicular and pedestrian traffic.
- Creating and maintaining a feeling of stability and security in the neighborhoods of the city, being as responsive as possible to community concerns regarding police matters.
- Administering the police department in the most cost-efficient manner possible, obtaining maximum performance and effectiveness from both human and material resources.

Recognizing

Officer

Performance



City of Webster Groves Police Department

Webster Groves Police Department

#4 South Elm
Webster Groves, Missouri 63119
Phone: (314) 963-5400

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314-963-5400

Recognition of Performance...

The Process...

The Webster Groves Police Department strives to provide the highest caliber service to the residential and business communities of the City.

To ensure that the level of service remains as professional and responsive as possible, the Police Department encourages comment as to the performance of its various employees.

Should an employee conduct themselves in a manner which is commendable, or other than exemplary, citizens may contact the Police Department to report such actions.

How Can I Commend The Actions Of A Department Employee?

The best way to commend the actions of a police employee is to mail a brief letter to the Chief of Police describing the incident and the actions you think were exceptional. If you don't know the officer's name, please include information such as the type of incident, date, time, and location.

How Can I File A Complaint In Reference To An Officer's Actions?

Complaints may be registered in person, by phone, or via mail. However, in each instance, the complainant will be asked to provide their name, address, and phone number, the nature of the complaint, the location, date, and time of the alleged incident, the name(s) of the employee(s) involved, and the identity of any independent witnesses. Complaints will be documented at the time of their receipt and an initial investigation conducted by a supervisor.

Upon completion of their investigation, the supervisor will then forward the complaint and other relevant information to the appropriate Supervisor. The Chief of Police will be apprised of the complaint at the earliest possible opportunity, and depending upon the nature of the allegations, determine the extent and course of investigation needed. If possible, citizen complaints will be resolved by the pertinent Bureau or Division Commander.

At the conclusion of each investigation into a complaint, a finding of fact will be issued with one of the following dispositions:

1. Sustained - Evidence sufficient to prove allegations.
2. Not sustained - Insufficient evidence to either prove or disprove allegations.
3. Exonerated - Officer(s) actions were lawful and proper.
4. Unfounded - Allegations have no bearing in fact.

Each complainant shall be regularly informed of the status of their complaint, and will also be apprised of the investigation's final disposition. Should a complaint be sustained, corrective action, including potential disciplinary action, will be initiated in accordance with Police Department regulations.

Effective and responsive police service requires that the partnership between local law enforcement and the community be as open and strong as possible