



# Complaint Form

## Addison Consolidated Dispatch Center

ACDC views all service and/or employee complaints seriously and actively investigates all complaints with objectivity, fairness, and honesty. For this reason, ACDC will ensure ALL submitted complaints are based upon fact. False reporting in an attempt to unjustly subject ACDC service and/or employees to undeserved discipline or slander, or place his/her employment in jeopardy may result in criminal charges and/or civil suit.

Employee Name and/or Badge Number  
*(if applicable)*

Date of Contact with ACDC

How did you have contact with ACDC?

- I called 9-1-1
- I called a non-emergency police or fire/EMS phone number
- I used a police or fire/EMS lobby phone
- I attended a public education/community event
- Other

If complaint pertains to a Call for Service:  
Location/Address of the Call for Service

Report number of the Call  
for Service

Describe what happened

---

Please complete the following information:

Your Name

Your Address

Your Phone Number

Your E-mail

## ADMONISHMENT

It is ACDC policy to investigate complaints thoroughly, within current departmental, legal, and contractual guidelines; and in accordance with the Illinois law.

During the course of this investigation it may be necessary to contact you about additional details that may be uncovered. False accusations, complaints, and allegations could expose the complaining parties to legal remedies by the aggrieved party. Additionally, any testimony given which is untruthful could result in perjury penalties against the individual giving such false testimony.

## AFFIDAVIT

By signing this form, I do hereby certify, swear and affirm that the information in this matter that I have reported is correct, accurate and truthful to the best of my knowledge. I further certify, swear and affirm that the information is based upon my personal knowledge of the facts stated herein.

Signature

Submit this form via E-mail to:  
[Professional Standards Coordinator](#)

**OR**

Mail to:  
Addison Consolidated Dispatch Center  
Professional Standards Coordinator  
1471 W Jeffrey Drive  
Addison, IL 60101