

Hi

I called the Police Department on June 9th about 6:00 pm to locate a missing wireless phone. When I called I talked to a lady who seemed not to enthusiastic about answering the phone. I asked if a phone had been turned in, her response was to call the property room on Friday.

On June 10th I called and asked for the property room and was told that the lady was gone and would not be back in that day, she told me that I would have to call back on Monday. This lady again was cold on the phone.

I stopped by the police desk on Friday night June 10th and inquired if anyone has turned in a wireless phone, this time I was told to call the property room on Monday. I was trying to ask if mere was any type of log that they could look at and see if one has been turned in. She again told me to call the property room on Monday, This lady whom I do not know her name was rude at best. I walked away from the desk and said I can't believe how they treat people, and a person I knew from where I used to work said why should you be any different. I at that time said I would file a complaint. Her name is Kaye Kinyon. I talked to Kaye and she indicated to me she knows of others who have been treated the same, and I told her to have them complain also.

For the record, I did again attempt to locate that phone on Saturday June, 11 ' and when I call a very nice lady said she would be happy to check the computer for me. It turned out it was not there, but she was more than helpful, and so very pleasant to deal with. I called back after thinking about it for a few minutes and talked to Sgt Anderson and told him how kind and helpful she was and that no one else even cared to try and help.

The basis for this complaint is not to bring about trouble, but to raise an awareness about the perception of customer service some people receiving at the Sheboygan Police Department. When a person is treated rude, which is what happened on Friday night about 7:00, that reflects badly upon the city of Sheboygan. All I want to see is that the proper customer service training is given to the people at the front desk. I realize that for most people visiting the Police station is not for a pleasant reason to begin with, but a little kindness does go a long way when it comes to working with people, and then complaints like this would not be necessary.

Below is page one, which I could not get to scan properly; however, it shows it's an official document.

**CITIZEN/EMPLOYEE CONDUCT COMPLAINT(S) AGAINST
EMPLOYEES OF THE SHEBOYGAN POLICE DEPARTMENT
Spd 397 rev. 10/03**

iYears

- ATTACHMENT B

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Complainant's Name Address: *eff* 5 DOB.

Business Phone: *ffyc0* *l.SI* Residence SEX

Phone: Employee(s) Involved: *Tf~*

How did you determine Officer/Employee identification:

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