

Village Clerk

From: Robin [REDACTED]
Sent: Monday, November 26, 2018 2:08 PM
To: questions@hinckleyil.com
Subject: Fw: Complaint

From: Robin [REDACTED]
Sent: Monday, November 26, 2018 2:05 PM
To: village-president@hinckleyil.gov
Subject: Fw: Complaint

From: Robin [REDACTED]
Sent: Monday, November 26, 2018 2:00 PM
To: policechief@hinckleyil.com; village-president@hinckleyil.gov
Subject: Complaint

Ms Everhart,

I called your police station on 11/10/18 that my son's car was broken down at the Dairy Joy. I notified the officer that I had contacted the owner of the Dairy Joy and he stated "I don't care as long as it is gone by March 1st, we are closing today for the season." I left the owner my phone number to contact me in case the car was vandalized or he had a further issue with it being there. He assured me he did not and I had nothing to worry about.

I initially thought I could get it out within a week and due to work and the flu in my house and strep, I was unable to. We live an hour away.

I called several times and continually got dispatch to notify of our intent to retrieve the car.. Finally on 11/20/18 I went ahead and notified dispatch that I had someone who could get the car fixed by this past Sunday. They logged it and could see and told me they could see where it was logged not to tow and that I had owner permission. I also see on your website notes that you entered this on the 13th.

On 11/21/18 my son's friend called that the car had been towed. I called and again.....got dispatch. No one can tell me when your in or where car was.

They did tell me that a new log had been placed as a back log that the car had been towed on the 18th. They could not tell me where. I looked up towing companies and could not find car. I have called every day since and still get dispatch. I have left 3-4 messages on voice mail for your department as dispatch transferred me. I called everyday since the 18th and left messages the 20th thru the 26th.

Yesterday, 11/25, dispatch transferred me to the DeKalb county Sherriff office. I was told by a very nice deputy that Hinckley Police had no right to tow from Private Property. I was also told they have no way also to know your open schedule.

I then received a very rude call from "This is a Hinckley Police Officer, what I can I do to help you?" I was very upset that he was so rude. I explained the situation. He called it an abandoned vehicle. We both know this is not the case. Also, how am I supposed to notify you or pick up our car, when no one can tell me where it is?? He did tell me where I could locate the car, and" the nice man will make arrangements with you." I told him I am not paying for towing or lot fees and he hung up on me! This is ridiculous. The towing company told me it was towed on the 20thafter my call and voicemail!! Not the date logged per dispatch.

You have horrible communication for your department. Lot fees even on an abandoned car are racked up because no one can reach your department.

I am a single working mother with 2 children in college. I cannot afford this and I don't feel I should have to. I am asking that the car be returned with no towing or storage fees, as I was assured the car would not be towed as long as I had owner of business permission. I had this and your department was told I had this til March 1, 2019! It was towed off private property, which is not legal. I made every attempt to contact your department and even sent my son's friend over to dbl check that no one was there.

I have someone today to pick up the car today. I need the car released with no fees, or I am taking legal action.

Robin [REDACTED]
[REDACTED]