

OFFICE OF THE CHIEF OF POLICE

ADMINISTRATIVE ORDER NO. 6

April 3, 2015

SUBJECT: COMPLAINTS MADE OTHER THAN IN-PERSON - REVISED

PURPOSE: The purpose of this Order is to revise the investigating officer's responsibility for investigating anonymous complaints. Community members have the right, while Department employees have the obligation, to report misconduct and they may do so anonymously. The Department, therefore, should not engage in any investigatory action that may deter the community or employees from directly or anonymously reporting misconduct.

PROCEDURE: This Order revises Department Manual Section 3/811.25, *Complaints Made Other Than In-Person*. Attached is the revised Department Manual section with revisions indicated in italics. The Complaint Investigations: A Guide for Supervisors will be updated during future revisions to reflect this change.

AMENDMENT: This Order amends Section 3/811.25 of the Department Manual.

AUDIT RESPONSIBILITY: The Commanding Officer, Internal Audits and Inspections Division, will review this directive and determine whether an audit or inspection will be conducted in accordance with Department Manual Section 0/080.30.



CHARLIE BECK
Chief of Police

Attachment

DISTRIBUTION "D"

**DEPARTMENT MANUAL
VOLUME III
Revised by Administrative Order No. 6, 2015**

811.25 COMPLAINTS MADE OTHER THAN IN - PERSON. Letters of complaint from the public against Department employees may be comprised of any written material, including formal letters, notes, facsimiles, electronic mail correspondence, or completed Complaint of Employee Misconduct forms.

Employee's Responsibilities. An employee, who receives a letter of complaint from the public shall, without delay, deliver the letter to his/her watch commander or supervisor.

Supervisor's Responsibilities. When a division or Area receives a complaint other than in-person (*including but not limited to* written, telephonic, electronic, *audio or video*), a watch commander or supervisor shall:

- Complete a Complaint Form (*CF*), *Form 01.28.00*, and attach the related correspondence, documents and statements; and,
- In cases involving an anonymous complaint, *any investigating officer who believes that it is necessary to investigate the source of an anonymous complaint must submit a written request via Intradepartmental Correspondence, Form 15.02.00, with specific and compelling justification to the Commanding Officer, Professional Standards Bureau, for approval. Such requests should take into consideration whether the seriousness of the allegations (e.g. criminal misconduct, threats to public safety) outweighs the necessity of maintaining the anonymity of the complainant.*

Commanding Officer's Responsibilities. Commanding officers shall:

- Ensure that the *CF* is forwarded to Internal Affairs Group (IAG) within two business days of complaint initiation. The original copy of the complainant's letter shall be included as an addendum in the complaint; and,
- If a letter of complaint involves an employee from another command, the commanding officer shall ensure that his own command completes and forwards a *CF* to IAG along with the *original* copy of the complaint letter. Commanding officers shall ensure that a *copy* of the complaint letter is forwarded to the commanding officer of the concerned command, along with transmittal correspondence confirming that a *CF* was already completed and forwarded to IAG along with the original complaint letter.

Internal Affairs Group's Responsibilities. When *IAG* receives any complaint from the public, IAG shall:

- Complete a *CF*, documenting the preliminary information only and attach the related correspondence, documents, and statements;
- Issue a *CF* number;
- Assign and forward the *CF* to the appropriate division/Area for appropriate action; and,
- Mail an acknowledgment of the complaint to the complainant with the *CF* number referenced (second copy of *CF*).