



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4861	Date Issued:	July 8, 2013
Section: 4800 – Specific Procedures	Date Revised:	July 10, 2023
SUBJECT: CITIZEN COMPLAINTS		
APPROVED:	<u><signed copy on file></u> Chairperson, Law Enforcement Users Subcommittee	
APPROVED:	<u><signed copy on file></u> Amethyst Uchida, General Manager	

1.0 Purpose

To provide dispatchers with a process for documenting citizen complaints and dispatching them discreetly to field watch commanders.

2.0 Definition

A citizen complaint is defined as an action taken by a citizen to bring to the attention of the Department any action that the citizen considers to be contrary to law, proper procedure, good order, or in some other manner prejudicial to the citizen, the department, or to the community as a whole.

3.0 Procedure

3.1 Call-taking

- 3.1.1 Upon receipt of a citizen complaint, the dispatcher will create a “CITCOM” incident in CAD using the location of where the complainant’s concern occurred. If that cannot be determined, the department’s office address for the agency the complaint is about will be used.
- 3.1.2 The incident should include only the following information:
 - General concern of the complainant, officer name, badge and vehicle number are acceptable to document
 - Name of Complainant

- Address of Complainant
- Phone Number of Complainant

3.1.3 If the complaint is related to a previous incident, the dispatcher should associate the two incidents rather than putting comments into the detail. The dispatcher should not do any further research unless instructed by the watch commander.

3.1.4 If the complaint is related to a perceived ethics or code of conduct violation, only the RP's contact information will be documented in the CAD incident. The on-duty watch commander should then be requested to phone into dispatch "Code 2" to be given the information over the phone.

3.2 Dispatching

3.2.1 CITCOMs will be assigned to the on-duty watch commander via MDC without broadcasting the specific incident type. Rather, dispatchers shall advise "detail to your screen" in accordance with Policy No. 4501 (Use of Mobile Data Computers).

3.2.2 If the MDC is not available, the assigned Watch Commander should be asked to call radio for the information. The incident type will not be broadcast.