



**COMMUNICATIONS MISCELLANEOUS  
POLICY/PROCEDURE**

<b>Policy No.</b>	<b>7010</b>	<b>Date Issued:</b>	June 1, 1996
<b>Section:</b>	7000 – Miscellaneous Operational Policies	<b>Date Revised:</b>	May 17, 2023
<b>SUBJECT: COMMUNICATIONS CONCERN/INQUIRY PROCESS</b>			
<b>APPROVED:</b>	<u>&lt;signed copy on file&gt;</u> Amethyst Uchida, General Manager		

The NetCom Help Desk is used to track the receipt, status, and action taken for inquiries or concerns regarding specific incidents, personnel, equipment, policies and procedures, complaints or incidents where there may be a question as to agency liability. Concerns and inquiries may be initiated by citizens, User Agency personnel, or NetCom employees. Dispatchers may also use a Concern/Inquiry form to recommend a reporting party (RP), co-worker or supervisor be considered for recognition.

The NetCom Help Desk will be initiated immediately upon receipt of a concern or inquiry as described above, or when a problem has been detected.

All employees have access to all concern/inquiries and can view the status of any concern/inquiry or check for pre-existing reports before generating a duplicate.

Since the Concern/Inquiry Process is also used for supervisory investigations a parallel, confidential process was developed for these sensitive investigations. The existence and status of a sensitive investigation is visible as a concern/inquiry but confidential information is handled off-line. Records of confidential investigations will be maintained in a secure area.

The automation of the Concern/Inquiry Process also allows for the periodic review of reports to identify agency-wide issues such as training needs, equipment issues, outdated policies and procedures, etc. To this end, each agency manager will conduct an annual (calendar year) analysis of the concern/inquiry reports they handled with the goal of identifying patterns and/or trends. The results of this analysis will be submitted, in writing, at the first Staff Meeting in November.