

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Complaint Intake Testing Inspection August 2025

Inspection # BI2025-0118

The Bureau of Internal Oversight's (BIO) Audits and Inspections Unit (AIU) conducts Complaint Intake Test inspections on a monthly basis. The purpose of this inspection is to determine employee compliance with Office Policies GH-2, *Internal Investigations*, GI-1, *Radio and Enforcement Communications Procedures*, and GB-2, *Command Responsibility*, as they relate to the civilian complaint intake process. To ensure consistent inspections, the *Complaint Intake Testing Matrix* developed by the AIU is utilized.

To achieve this, the AIU will conduct monthly inspections of the complaint intake tests completed by an outside vendor selected by the MCSO for this purpose. This vendor is responsible for having testers file fictitious complaints either in person at MCSO facilities, by telephone, by mail, by e-mail, or by using MCSO's website to determine if MCSO employees process the intake of complaints in accordance with MCSO policy.

The vendor has been issued open Purchase Orders for the Fiscal Year ending June 30th, which allows for random and targeted tests to allow MCSO to assess the complaint intake process. The vendor determines the number of tests it will conduct and when, and how it will conduct these tests. Additionally, the vendor has submitted testing methodologies and testing paperwork, which have been approved by the AIU. These methodologies include the requirement to audio and video record all in-person tests and audio record all telephone tests. The testing vendor will adhere to these methodologies when conducting complaint intake testing for the Office.

Compliance Objectives:

- * Are employees providing civilians with appropriate and accurate information about the complaint process?
- * Are employees promptly notifying the Professional Standards Bureau (PSB) upon the receipt of a complaint?
- * Are employees providing the PSB with accurate and complete information?
- * Are employees attempting to discourage, interfere with, or delay civilians from registering a complaint?

Criteria:

MCSO Policy GH-2, *Internal Investigations*

MCSO Policy GI-1, *Radio and Enforcement Communications Procedures*

MCSO Policy GB-2, *Command Responsibility*

Conditions:

AIU began conducting the inspection of Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. The following charts illustrate rolling 6-month histories of compliance with Office Policy. "N/A" indicates a particular type of testing was not performed during that month.

There were two Complaint Intake Tests conducted during the month of August 2025; one was an In-person test and one was an email test. AIU inspected both complaint intake tests. These tests are discussed in further detail under the applicable report sub-sections below.

In-Person Testing

There was one In-Person Complaint Intake Test conducted during the month of August 2025.

1. TEST #: IP26-02

DISTRICT/DIVISION: PSB/District 3

TEST SCENARIO: The tester posed as a white male driving along a valley road when traffic began to back up. As vehicles slowly progressed, he observed a deputy directing traffic, with the deputy's patrol vehicle parked nearby and emergency lights activated. The deputy was directing drivers to turn at the intersection. The tester reported that he rolled down his window and asked the deputy if there had been an accident. According to the tester, the deputy responded, "As there are two wrecked vehicles in the intersection, yes, there was an accident. How [expletive] stupid are you? Get [expletive] moving."

ACTIONS TAKEN: The tester proceeded to the Professional Standards Bureau office and approached the reception window to file a formal complaint. The security officer conducted a few preliminary questions and then notified the on-duty sergeant.

The tester was escorted to an interview room, where he was interviewed by the sergeant and a civilian investigator. In accordance with Office policy, the interview was both audio- and video-recorded. At the conclusion of the interview, the sergeant explained the complaint process and informed the tester that he would be contacted should additional information be required.

RESULTS: No deficiencies were noted

TESTER COMMENTS: N/A

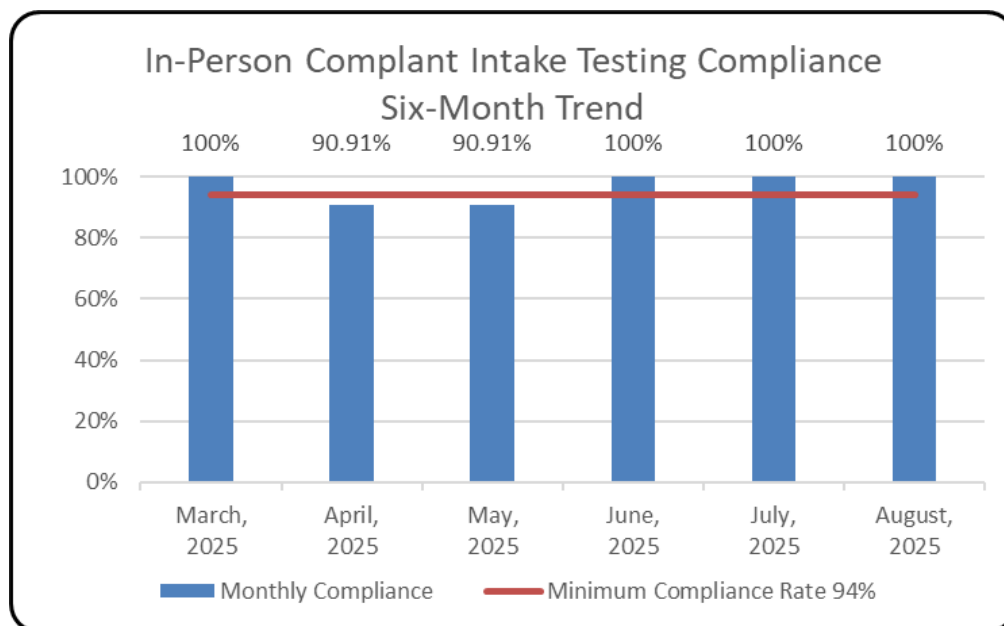
BIO FOLLOW-UP: None required

It was determined that MCSO employees' compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 100%, as illustrated by the table below:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the complaint was accepted.	0	1	1	100%
Determine if the complaint was taken in a courteous manner.	0	1	1	100%
Determine if the complaint was referred to the on-duty supervisor.	0	1	1	100%
Determine if the supervisor offered to take the complaint in person.	N/A	N/A	N/A	N/A
If a supervisor is not available, verify that the employee obtained pertinent information and have a supervisor make contact with the complainant as soon as possible.	N/A	N/A	N/A	N/A

Determine if original recordings and documents were attached to BlueTeam or sent via interoffice mail to PSB.	0	1	1	100%
Verify that the complaint was entered into BlueTeam or IAPro.	0	1	1	100%
Determine if the employee attempted to discourage, interfere with, or delay the complaint.	0	1	1	100%
If the alleged conduct is of a criminal nature, determine that the chain of command was notified, who then notified PSB.	N/A	N/A	N/A	N/A
Verify that the complaint was audio and/or video recorded.	0	1	1	100%
Determine if the following minimum amount of information was obtained: - Complainant's name - Complainant's contact information - Location of the complaint occurrence - Report number and deputy name, if known	0	1	1	100%
Determine if verbal or written acknowledgment was provided that the complaint was received, documented, forwarded for investigation, and that the complainant would be contacted by a department representative.	0	1	1	100%
Determine if the complaint was immediately forwarded to PSB.	0	1	1	100%
Determine if the employee reported accurate information in the complaint.	0	1	1	100%
Overall compliance for In-Person testing	0	11	11	100%

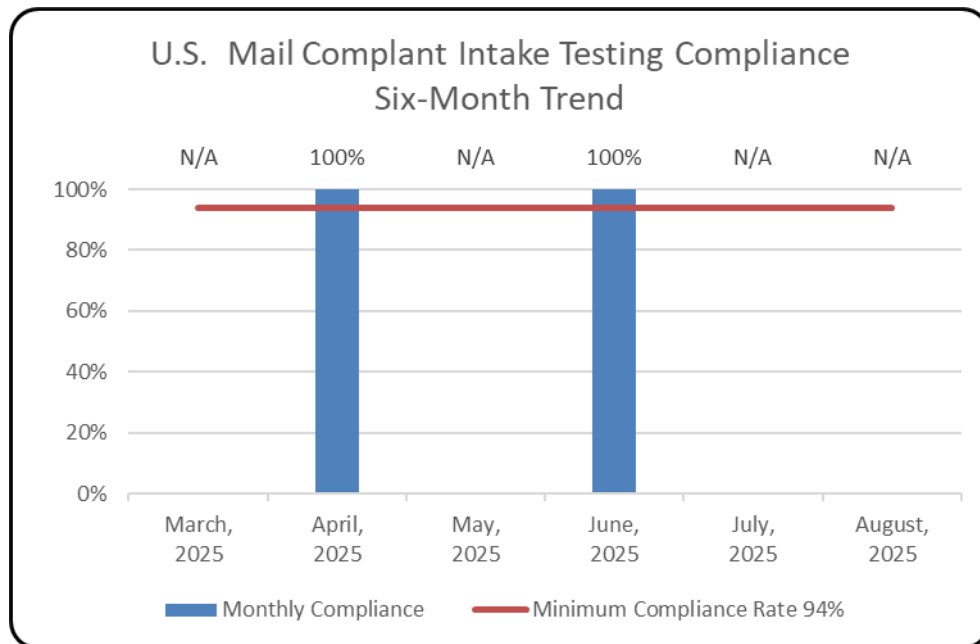
Below is a rolling 6-month historical comparison of compliance for In-Person tests:



Testing by U.S. Mail

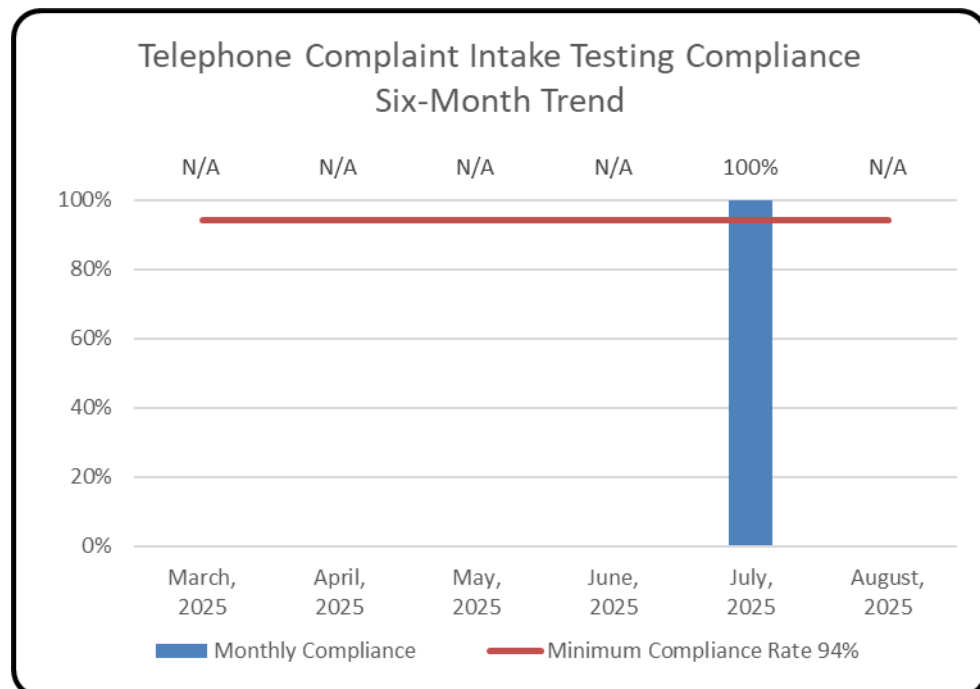
There were no Complaint Intake Tests conducted via U.S. Mail in August 2025.

Below is a rolling 6-month historical comparison of compliance for tests conducted by U.S. Mail:

**Testing by Telephone**

There were no Complaint Intake Tests conducted via Telephone in August 2025.

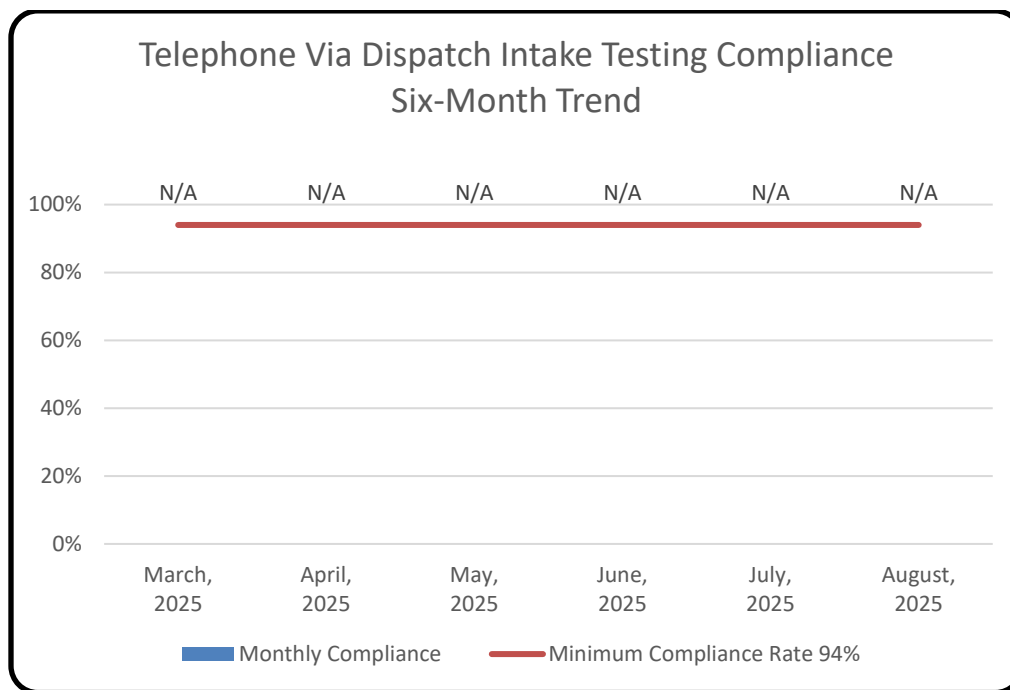
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via the Communications Division

There were no Complaint Intake Tests conducted by Telephone via the Communications Division during the month of August 2025.

Below is a rolling 6-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:

**Testing by E-Mail**

There was one Complaint Intake Test conducted via Email in August 2025.

1. TEST #: RE26-01

DISTRICT/DIVISION: PSB/District 3

TEST SCENARIO: The tester posed as a female who stopped at a red light and observed a deputy speaking with a homeless individual. The tester reported that she rolled down her window to hear the interaction. According to the tester, the deputy was yelling at the homeless individual, stating that they needed to get off the street or face being taken to jail. The deputy further remarked that he was tired of dealing with homeless people and that they should get a job.

The tester stated that she was shocked to hear an officer speak in such a manner. She felt the homeless individual was complying with the deputy's instructions and did not deserve to be addressed in that way. The tester described the deputy's behavior as gross misconduct and expressed that the deputy should be held accountable.

ACTIONS TAKEN: The tester emailed PSB directly. The complaint was entered into Blue Team as required by policy.

RESULTS: No deficiencies were noted

TESTER COMMENTS: N/A.

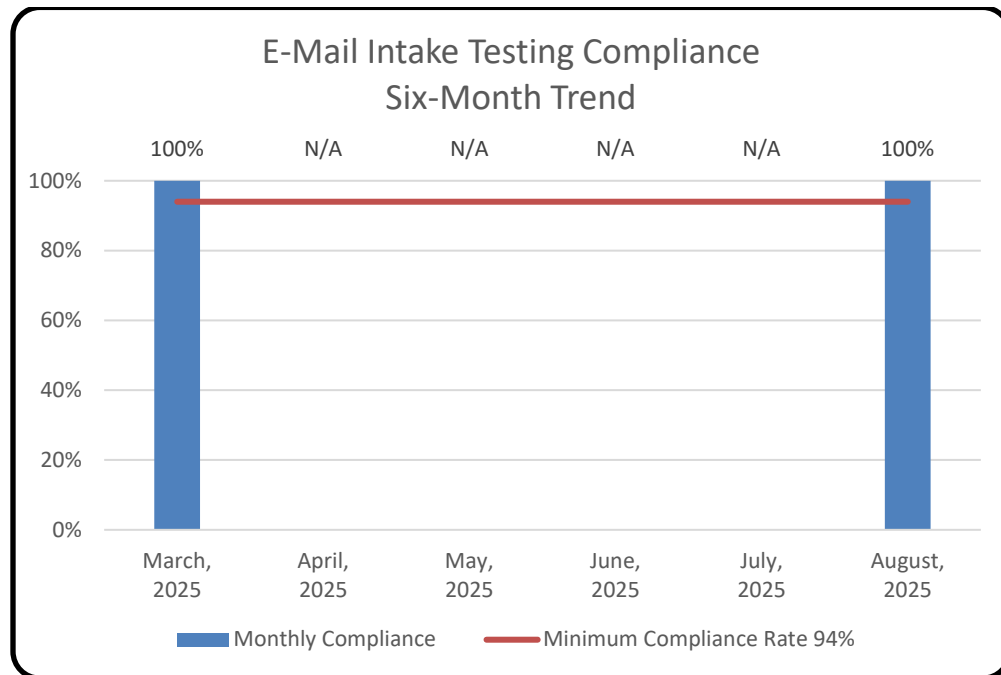
BIO FOLLOW-UP: None Required

It was determined that MCSO employees' compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 100%, as illustrated by the table below:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the complaint was accepted.	0	1	1	100%
Determine if the complaint was taken in a courteous manner.	N/A	N/A	N/A	N/A
Determine if the complaint was referred to the on-duty supervisor.	N/A	N/A	N/A	N/A
Determine if the supervisor offered to take the complaint in person.	N/A	N/A	N/A	N/A
If a supervisor is not available, verify that the employee obtained pertinent information and have a supervisor make contact with the complainant as soon as possible.	N/A	N/A	N/A	N/A
Determine if original recordings and documents were attached to BlueTeam or sent via interoffice mail to PSB.	0	1	1	100%
Verify that the complaint was entered into BlueTeam or IAPro.	0	1	1	100%
Determine if the employee attempted to discourage, interfere with, or delay the complaint.	N/A	N/A	N/A	N/A
If the alleged conduct is of a criminal nature, determine that the chain of command was notified, who then notified PSB.	N/A	N/A	N/A	N/A
Verify that the complaint was audio and/or video recorded.	N/A	N/A	N/A	N/A
Determine if the following minimum amount of information was obtained: - Complainant's name - Complainant's contact information - Location of the complaint occurrence - Report number and deputy name, if known	0	1	1	100%
Determine if verbal or written acknowledgment was provided that the complaint was received, documented, forwarded for investigation, and that the complainant would be contacted by a department representative.	0	1	1	100%

Determine if the complaint was immediately forwarded to PSB.	0	1	1	100%
Determine if the employee reported accurate information in the complaint.	0	1	1	100%
Overall compliance for the Email testing	0	7	7	100%

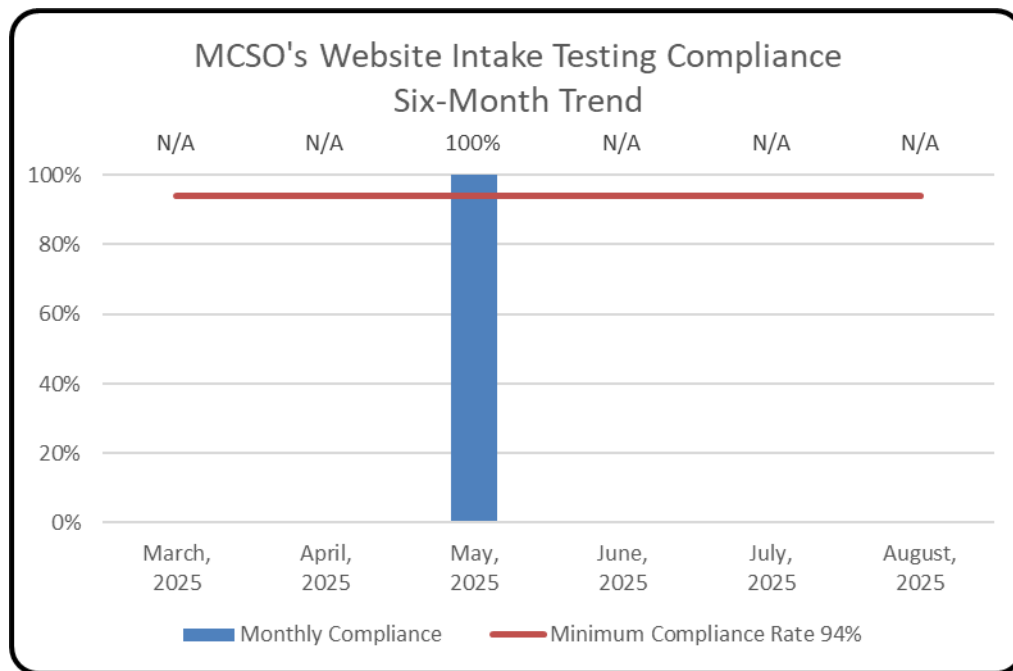
Below is a rolling 6-month historical comparison of compliance for tests conducted by Email:



Testing Online via MCSO's Website

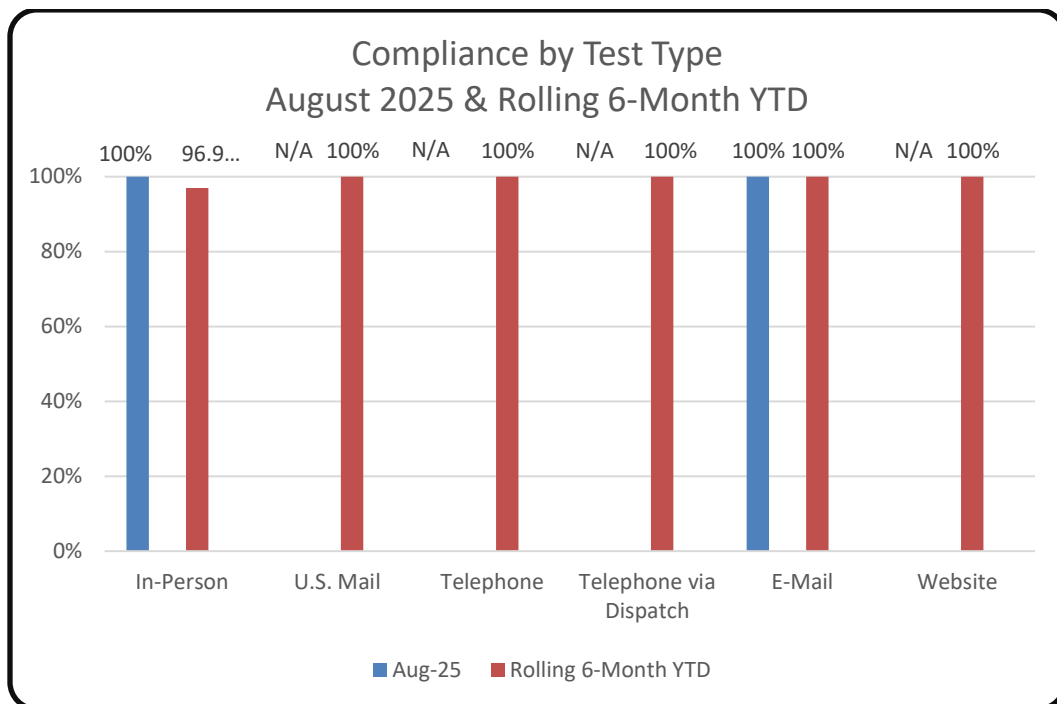
There were no Complaint Intake Tests conducted online for the month of August 2025 using the Office's website.

Below is a rolling 6-month historical comparison of compliance for filing a complaint Online:

**Overall Compliance for July 2025:**

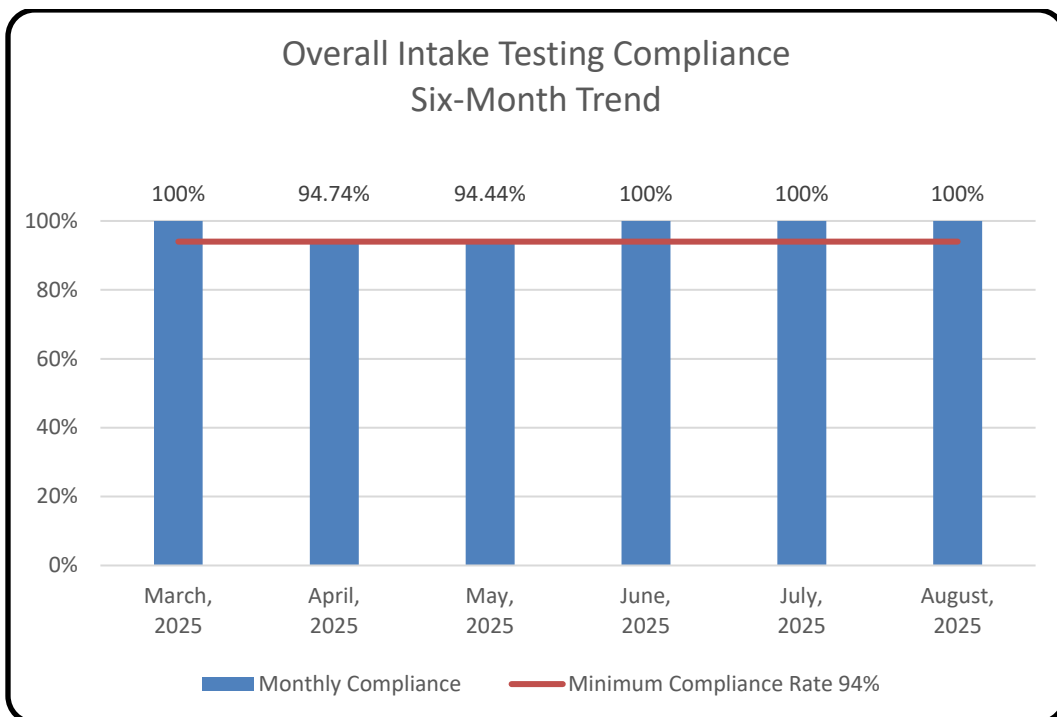
Compliance Rate by Method of Testing August 2025	Compliance Rate
Tests conducted In Person	100%
Tests conducted by U.S. Mail	N/A
Tests conducted by Telephone	N/A
Tests conducted via Dispatch	N/A
Tests conducted via Email	100%
Tests conducted by filing a complaint Online/Website	N/A
Overall Compliance for all Complaint Intake Tests Inspected – August 2025	100%

Below is a chart illustrating the compliance rate by type of test conducted for the month of August 2025 as compared with the corresponding 6-month compliance rate:



History of Overall Compliance:

Below is a rolling 6-month historical comparison of compliance for all Complaint Intake Testing:



There were no deficiencies noted during the inspection period.

Action Required:

The compliance rate is **100%** for *Inspection BI2025-0118*; therefore, **no BIO Action Forms** are requested.

Date Inspection Started: August 26, 2025
Date Completed: September 03, 2025
Timeframe Inspected: August 1 - 31, 2025
Assigned Inspectors: Ronda Jamieson B3178

I have reviewed this inspection report.

Lt Andrew Rankin S1839

Lieutenant A. Rankin S1839
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

09/17/2025

Date