

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight
Audits and Inspections Unit



Complaint Intake Testing Inspection March 2025

Inspection # BI2025-0046

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 March 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 March 2025.

1. TEST #: IP25-09

DISTRICT/DIVISION: MCSO Headquarters

TEST SCENARIO: The tester reported an incident involving himself and a male friend while jogging in the Anthem. He stated that he had met the gentleman the previous week while jogging in the same location, and they had agreed to meet again for another run.

After their jog, they took a break at a picnic table when a deputy approached them and inquired about their activities. They explained that they had been jogging and were resting. The deputy then requested identification, which neither of them had on hand. At that point, the deputy remarked to the tester's friend, who is Black, that he "looked out of place" and stated that he typically did not see "two guys hanging out in the park." The deputy then laughed and added, "You two boys have fun together" before walking away.

The tester expressed that he found the deputy's comments offensive, interpreting them as an insinuation about their sexual orientation. He also believed that the deputy's decision to approach them was influenced by the presence of his Black friend.

ACTIONS TAKEN: The tester visited the MCSO Headquarters and was greeted by a security guard, to whom he stated his intention to file a complaint. The security guard then contacted an on-duty sergeant from the Court Implementation Division.

The sergeant met the tester in the front lobby and proceeded to take his complaint. In accordance with Office Policy, the interview was conducted and recorded in both audio and video formats. At the conclusion of the interview, the sergeant explained the next steps in the process and informed the tester that a representative from the Professional Standards Bureau would follow up with him.

RESULTS: No deficiencies were noted

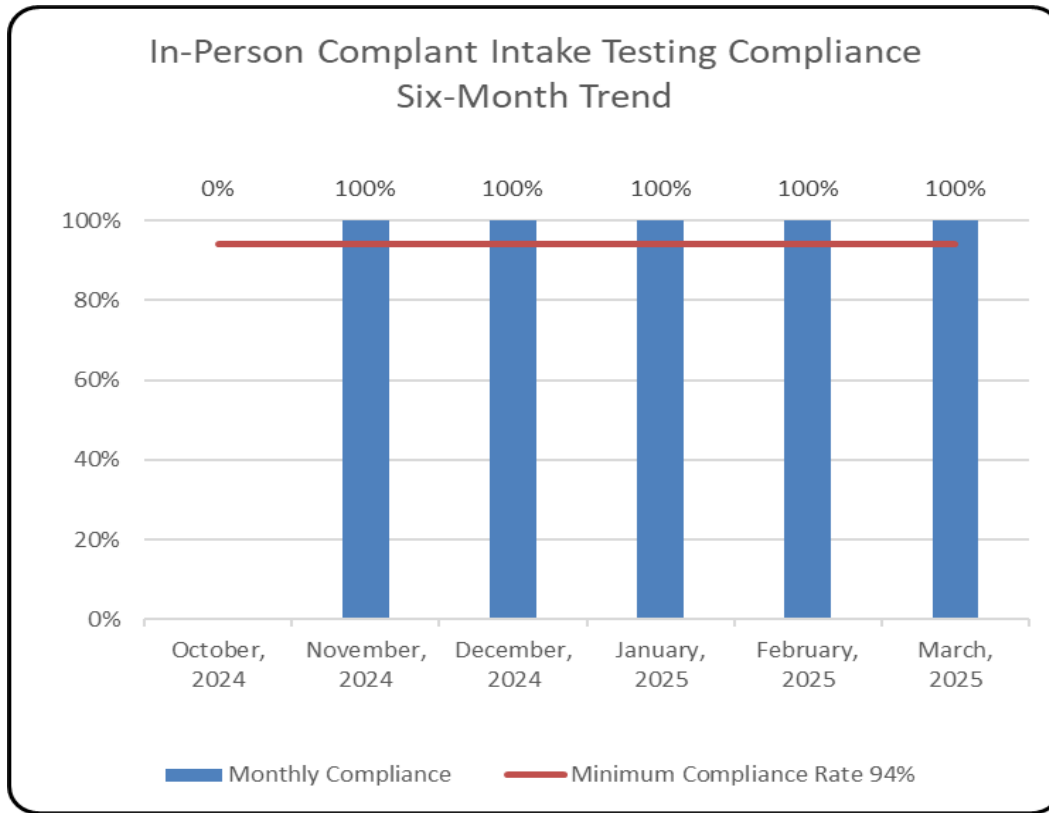
TESTER COMMENTS: The testers had equipment issues, and the test was not video recorded, only audio. The vendor said he is working on getting different equipment that will work better for this type of testing.

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 was 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, 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: <ul style="list-style-type: none"> • 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%

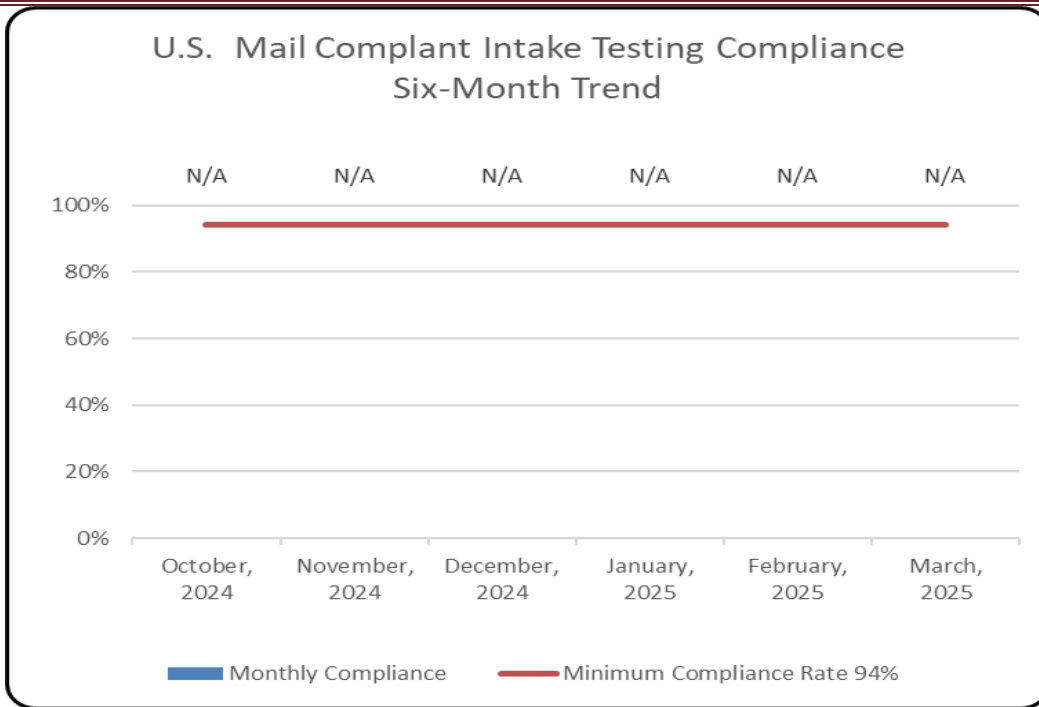
Below is a rolling 6-month historical comparison of compliance for In-Person tests:



Testing by U.S. Mail

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

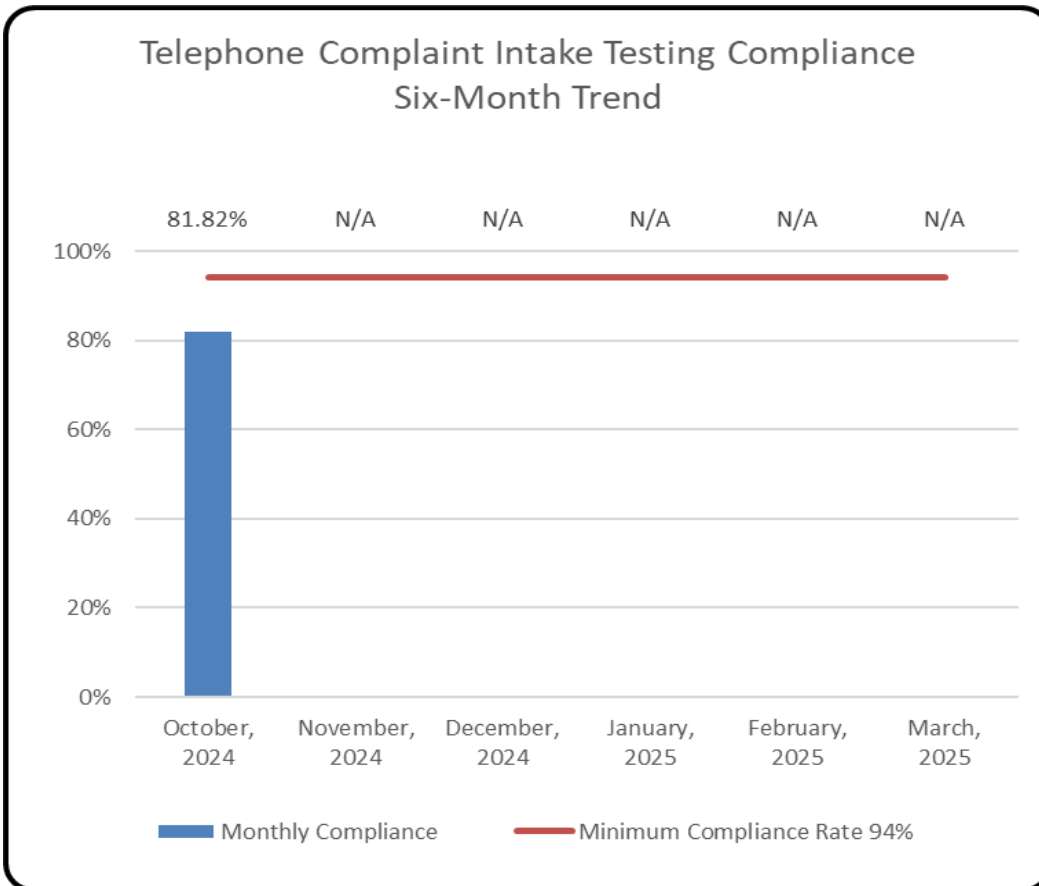
Below is a rolling 6-month historical comparison of compliance for tests conducted by U.S. Mail:



Testing by Telephone

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

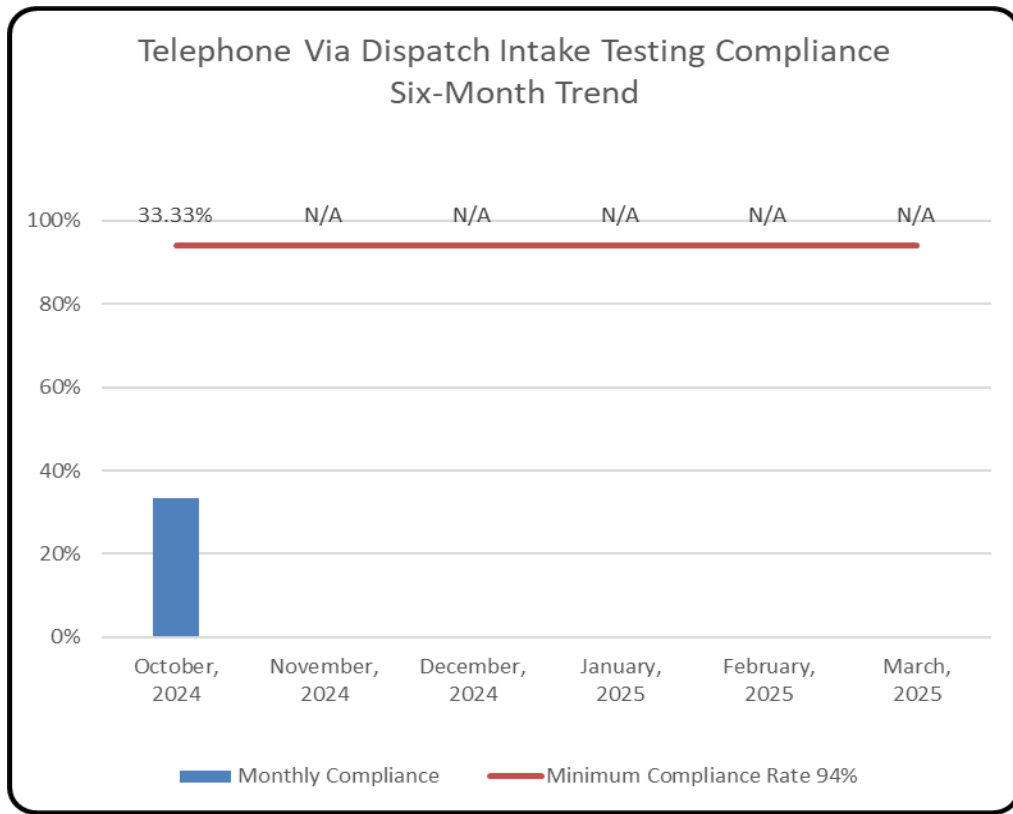
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via the Communications Division

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

TEST #: RE25-03

DISTRICT/DIVISION: Lake Patrol/PSB

TEST SCENARIO: The tester, posing as a Hispanic female, reported an incident involving a deputy at Lake Pleasant. She stated that she and a friend were sitting at a picnic table near the lake when the deputy approached them and inquired about their well-being and whether they were accompanied by anyone. The deputy then requested their identification, which they had left in their vehicle. When asked for their names, the tester inquired whether they were in trouble, to which the deputy responded that they were not. The tester and her friend asserted that they were not required to provide their names simply for sitting at a picnic table. She further reported that the deputy maintained prolonged eye contact with their bodies throughout the conversation, making them feel uncomfortable, as they were wearing swimsuits.

After they declined to provide their names, the deputy departed, allegedly saying, "**Ok, little señoritas, be careful out there and make sure you get some good tans.**" The tester noted that the deputy did not approach or question any of the other women in the area, all of whom were white.

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

RESULTS: No deficiencies were noted

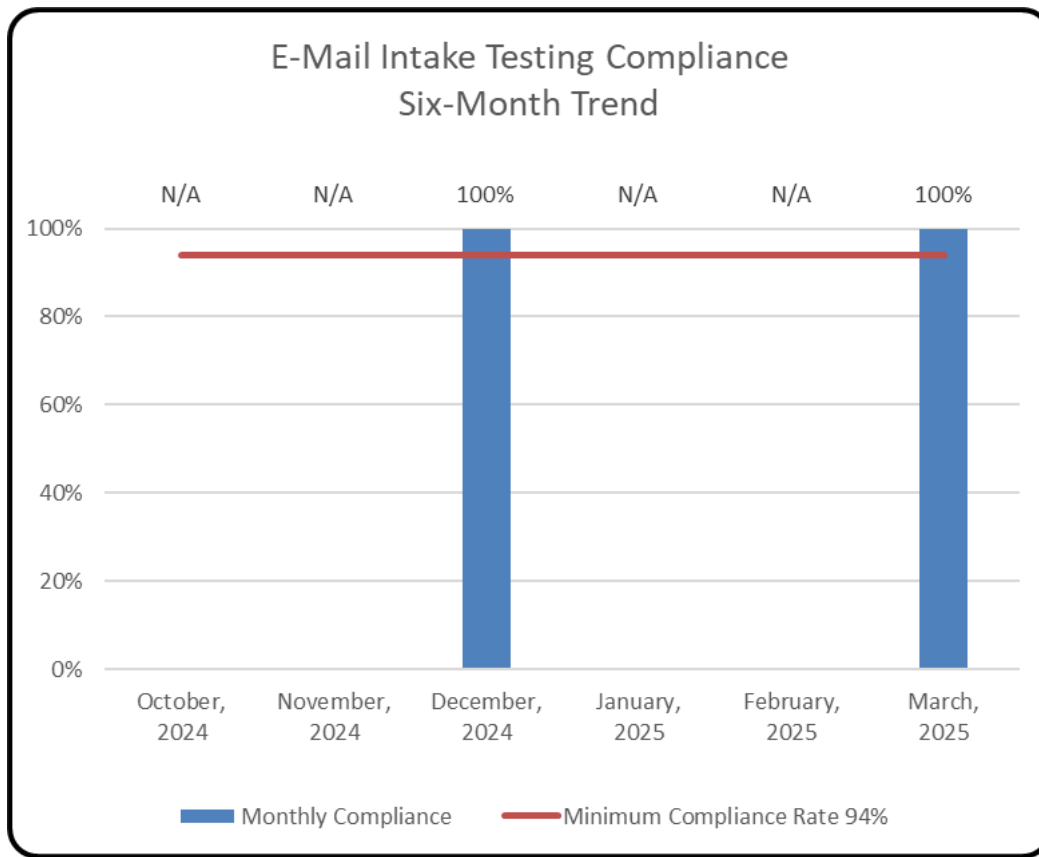
TESTER COMMENTS: N/A.

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.	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 meet the complaint in person.	N/A	N/A	N/A	N/A
If a supervisor was 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, 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: <ul style="list-style-type: none"> • 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 Email testing	0	7	7	100%

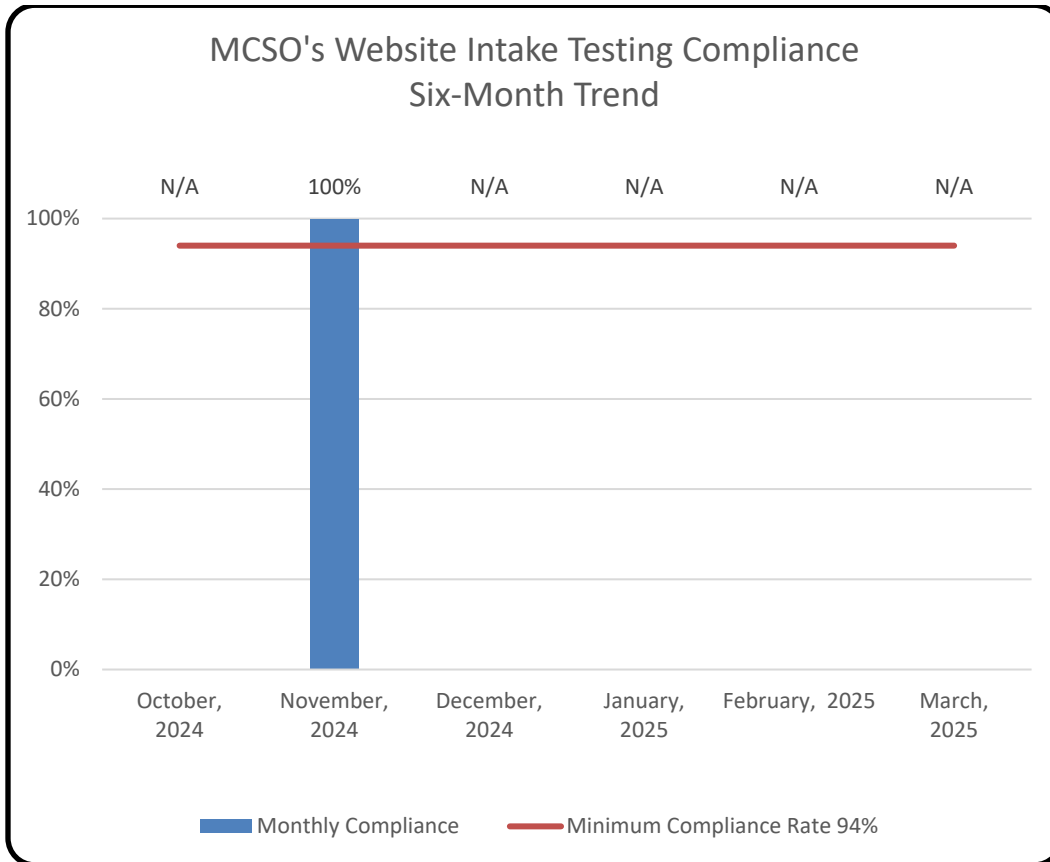
Below is a rolling 6-month historical comparison of compliance for tests conducted by Email:



Testing Online via MCSO's Website

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

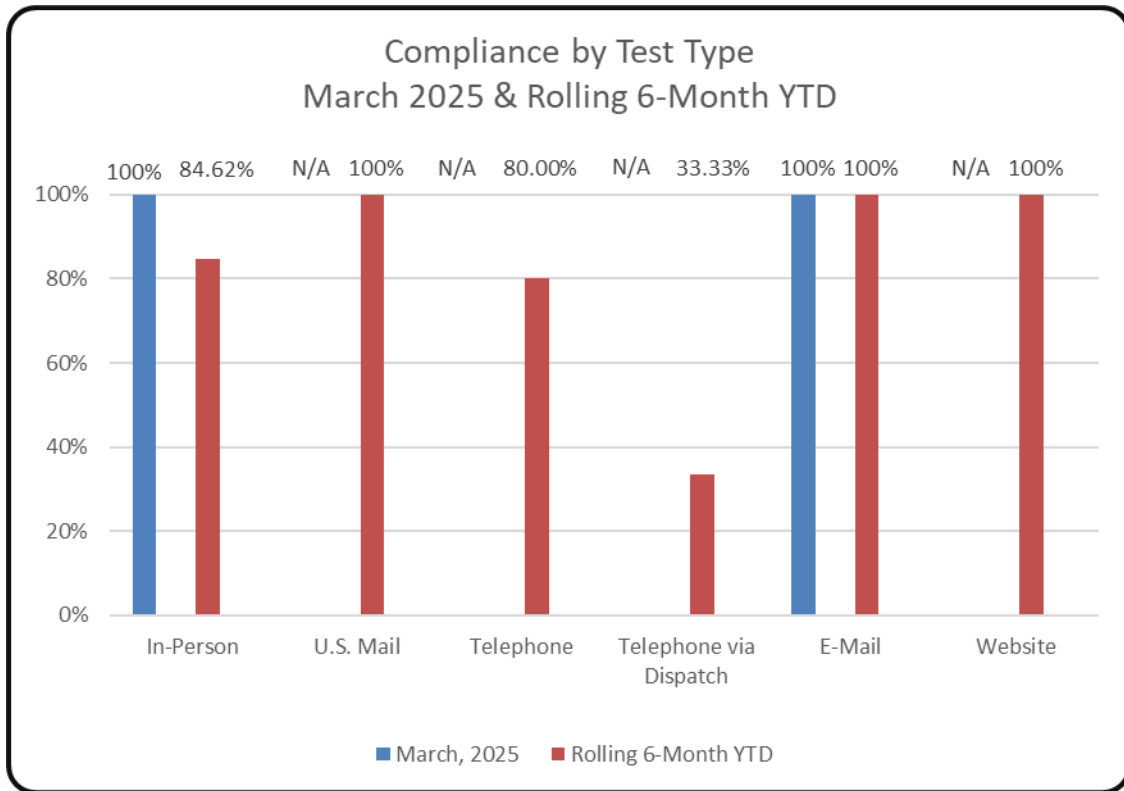
Below is a rolling 6-month historical comparison of compliance for filing a complaint Online:



Overall Compliance for March 2025:

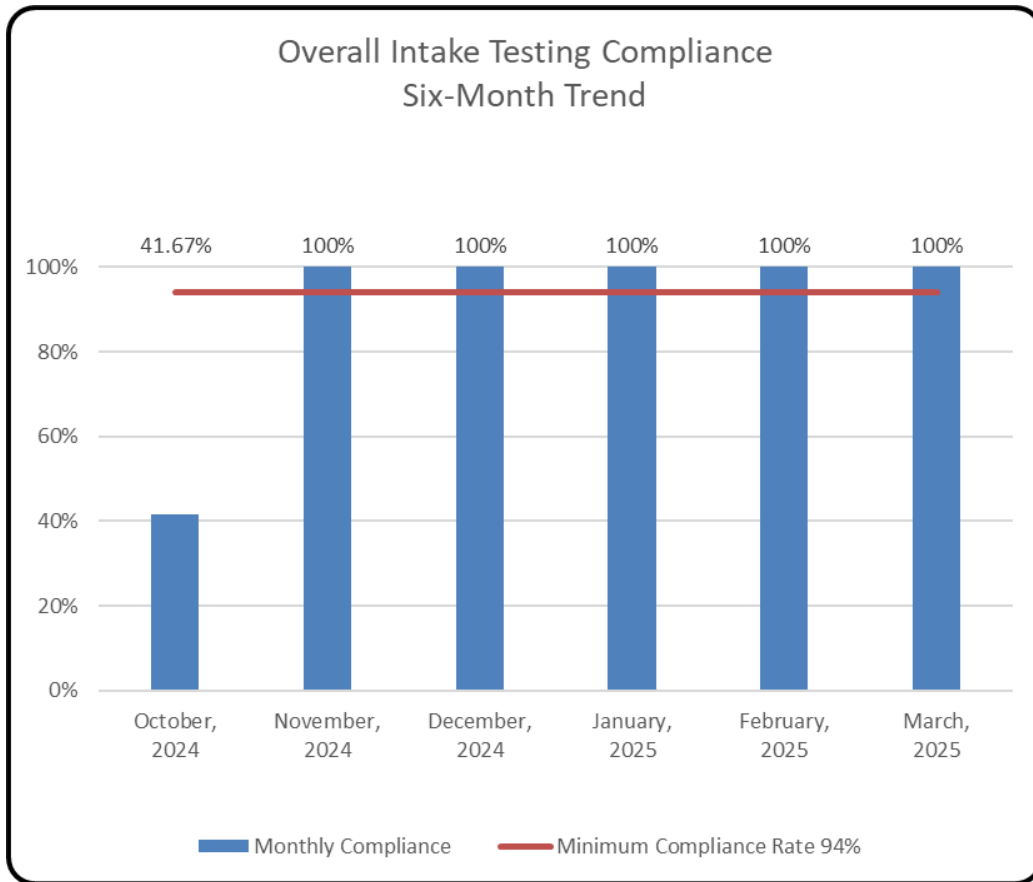
Compliance Rate by Method of Testing March 2025	Compliance Rate
Tests conducted In Person	100%
Tests conducted by U.S. Mail	N/A
Tests conducted by Telephone	N/A
Tests conducted via Dispatch	N/A
Tests conducted via E-mail	100%
Tests conducted by filing a complaint Online/Website	N/A
Overall Compliance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

Below is a chart illustrating the compliance rate by type of test conducted for the month of March 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 BI2025-0046*; therefore, **no BIO Action Forms** are requested.

Date Inspection Started: March 25, 2025
 Date Completed: April 01, 2025
 Timeframe Inspected: March 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

04/16/2025

 Date