# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit


## Complaint Intake Testing Inspection February 2021

Inspection # BI2021-0024

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* and GI-1, *Radio and Enforcement Communications Procedures* 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 in order to determine if MCSO employees process the intake of complaints in accordance with MCSO policy.

The vendor has been issued open Purchase Orders for Fiscal Year ending June 30th which allows for a sufficient number of random and targeted tests to allow MCSO to assess the complaint intake process. The vendor determines the number of tests it will conduct on a monthly basis and when and how it will conduct these tests. Additionally, the vendor has submitted testing methodologies and testing paperwork which has 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*

**Conditions:**

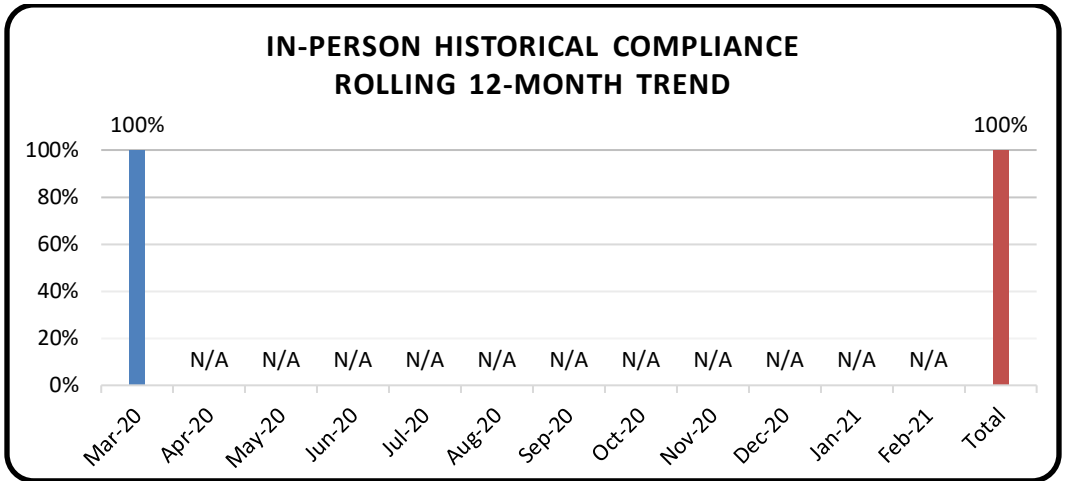
AIU began conducting the inspection of Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. The following charts illustrate rolling 12-month histories of compliance with Office Policy. "N/A" indicates a particular type of testing was not performed during that month.

The Complaint Intake Testing vendor conducted one test by Telephone during the month of February 2021. AIU inspected the complaint intake test. This test is discussed in further detail under the applicable report sub-section below.

**In-Person Testing**

There were no In-Person Complaint Intake Tests conducted during the month of February 2021.

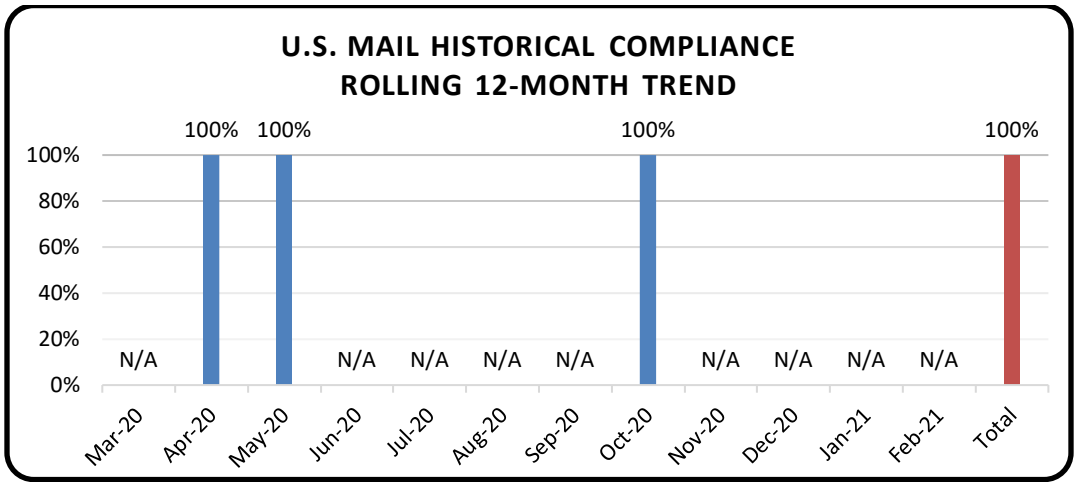
Below is a rolling 12-month historical comparison of compliance for In-Person tests:




**Testing by U.S. Mail**

There were no Complaint Intake Tests conducted by U.S. Mail during the month of February 2021.

Below is a rolling 12-month historical comparison of compliance for tests conducted by U.S. Mail:




**Testing by Telephone**

There was one Complaint Intake Test conducted by Telephone during the month of February 2021.

**TEST #:** 60

**DISTRICT/DIVISION:** District 4

**TEST SCENARIO:** The tester posed as a Hispanic female and called District 4 directly to complain about seeing a deputy allegedly intoxicated get into his marked vehicle and drive away.

**ACTIONS TAKEN:** The employee who received the phone call took the tester's contact information so the on-duty supervisor could call the tester and get the complaint details. The on-duty supervisor was not available when the initial call was made on a Friday. Later that same day, a sergeant called the tester back. Due to a glitch on the tester's end, the sergeant's call went directly to voicemail on the tester's personal phone. The sergeant left a message and his contact information. The sergeant verified the tester's contact information with the staff member who took the original call since the name on the voicemail greeting was different.

On Monday, the tester once again called District 4 to speak with the sergeant who had called. The administrative staff person who received the call was the same one who took the original call. The sergeant was not available, so the administrative staff person took a message and asked a few more questions regarding details of the complaint. Later that day, the sergeant returned the tester's call and left a message on the tester's voicemail. The sergeant called again and spoke with the tester.

The tester received a phone call from PSB within the timeframe required by Policy providing her with an IA number and the contact information for the assigned investigator.

**RESULTS:** No deficiencies were noted.

**TESTER COMMENTS:** *[The sergeant] was very professional and friendly. He asked me many questions and even when I didn't want to provide info, he was still very professional and kind.*

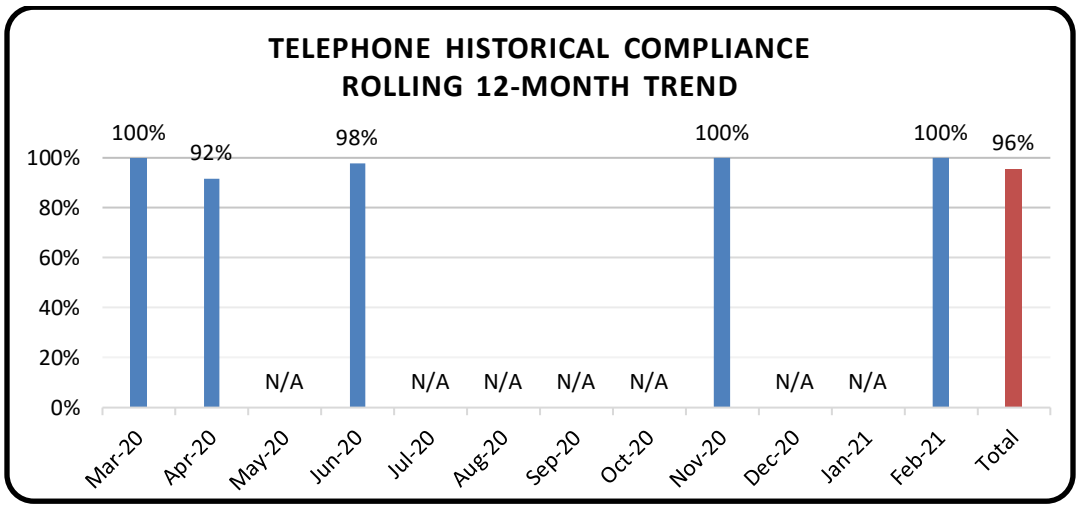
**BIO FOLLOW UP:** None required.

It was determined that MCSO employee compliance with 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% |
| If the complainant did not speak, read, or write in English, or was deaf or hard of hearing, determine if the complaint was accepted. | N/A | N/A | N/A | N/A |
| Determine if the complaint was referred to the on-duty supervisor. | 0 | 1 | 1 | 100% |
| If a supervisor was not available, verify that the employee obtained pertinent information and had 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 complaint was entered into BlueTeam or IAPro. | 0 | 1 | 1 | 100% |
| Determine if the employee attempted to discourage, interfere or delay complaint. | 0 | 1 | 1 | 100% |
| If 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:<br>• Complainant's name<br>• Complainant's contact information<br>• Location of the complaint occurrence<br>• Report number and deputy name, if known | 0 | 1 | 1 | 100% |
| Determine if verbal or written acknowledgement was provided that the complaint was received, documented, forwarded for investigation and that 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 complaint notification was sent within 7 days including IA# and investigator name and contact number. | 0 | 1 | 1 | 100% |
| Determine if the employee reported accurate information in the complaint. | 0 | 1 | 1 | 100% |
| **Overall compliance for testing by Telephone** | **0** | **12** | **12** | **100%** |

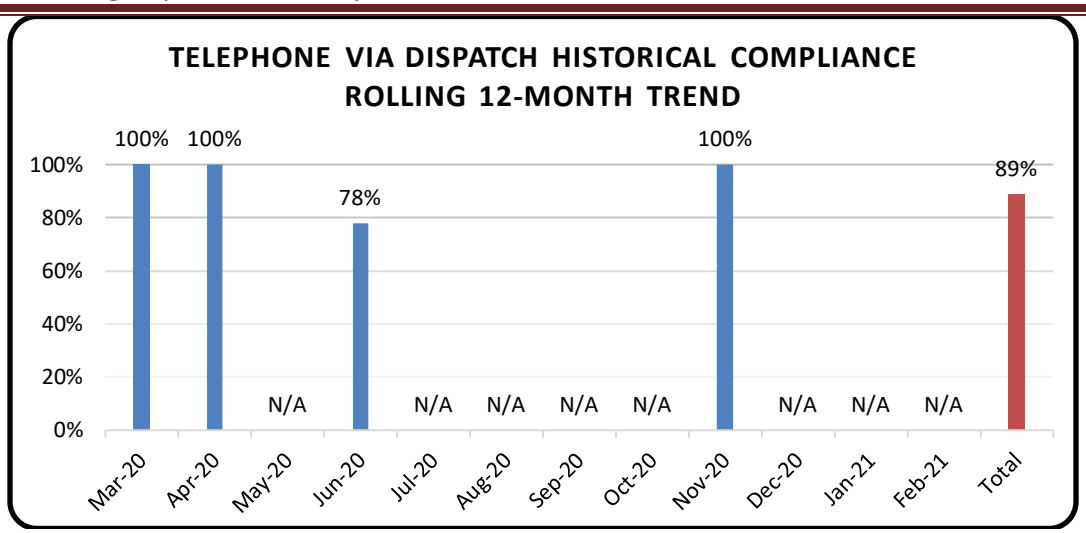
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:




**Testing by Telephone via Communications Division**

There were no Complaint Intake Tests conducted by Telephone via the Communications Division for the month of February 2021.

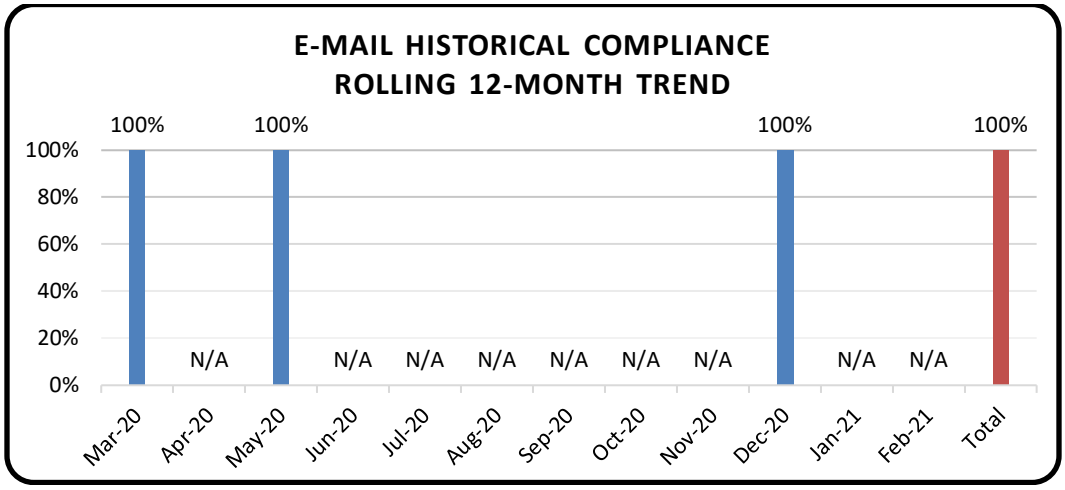
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:




**Testing by E-Mail**

There were no Complaint Intake Tests conducted by E-mail during the month of February 2021.

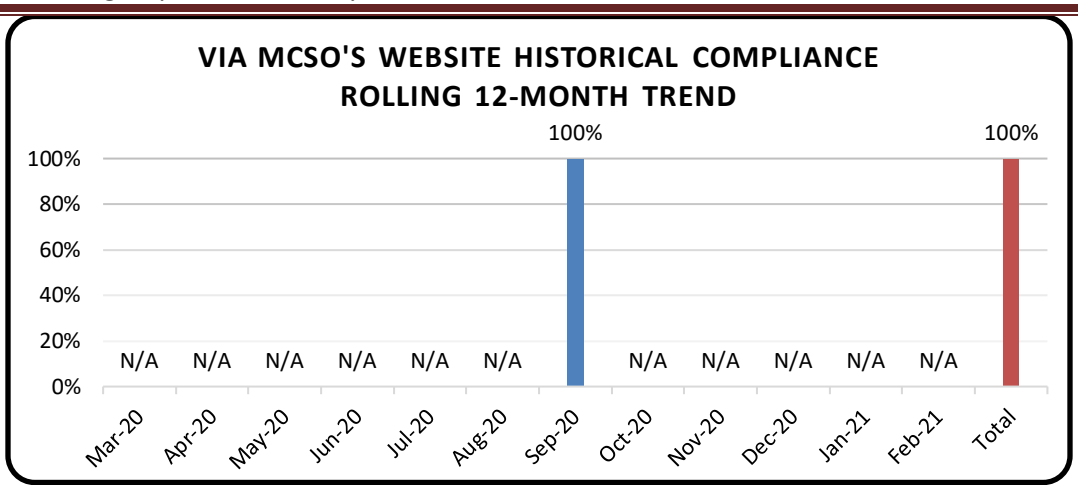
Below is a rolling 12-month historical comparison of compliance for tests conducted by E-mail:




**Testing Online via MCSO's Website**

There were no Complaint Intake Tests conducted online during the month of February 2021 using the Office's website.

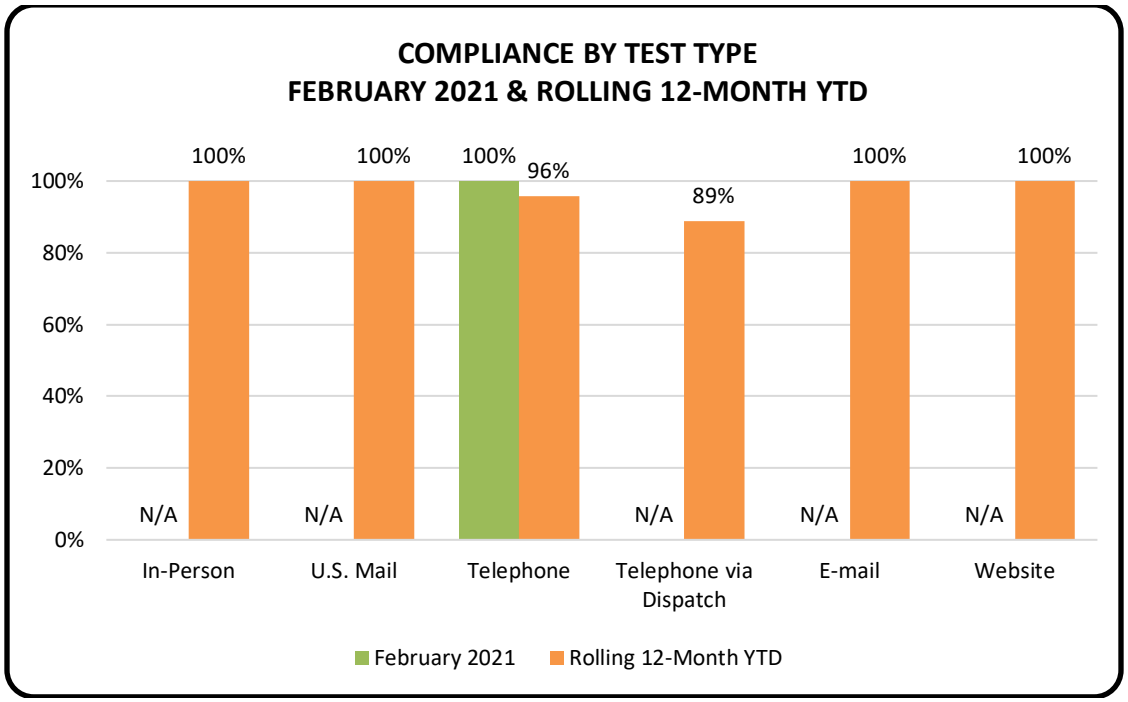
Below is a rolling 12-month historical comparison of compliance for filing a complaint Online:




**Overall Compliance for February 2021:**

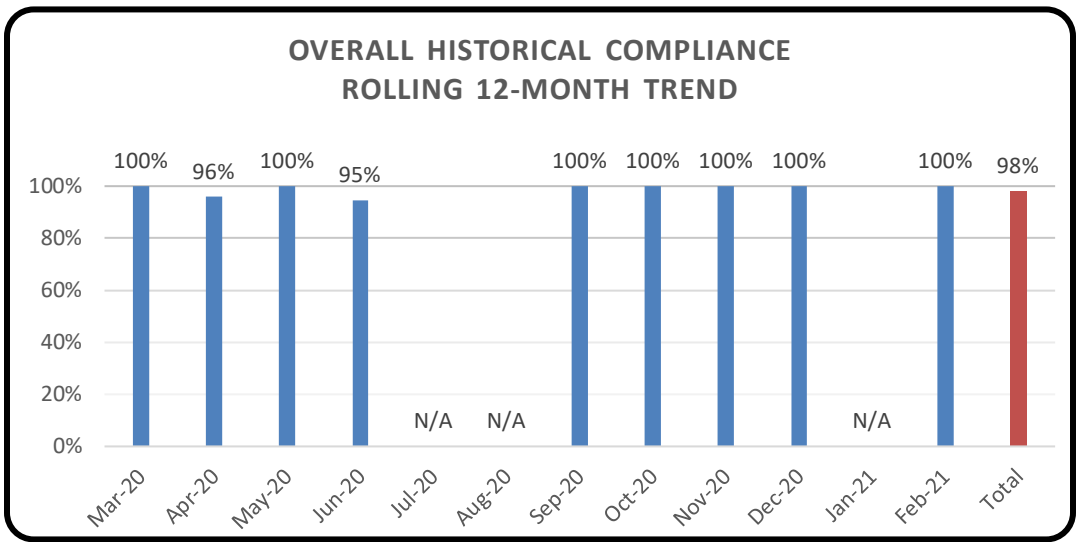
| Compliance Rate by Method of Testing February 2021 | Compliance Rate |
|---|---|
| Tests conducted In Person | N/A |
| Tests conducted by U.S. Mail | N/A |
| Tests conducted by Telephone | 100% |
| Tests conducted via Dispatch | N/A |
| Tests conducted via E-mail | N/A |
| Tests conducted by filing a complaint Online | N/A |
| **Overall Compliance for all Complaint Intake Tests Inspected – February 2021** | **100%** |

Below is a chart illustrating compliance rate by type of test conducted for the month of February 2021 as compared with the corresponding year-to-date compliance rate:



**History of Overall Compliance:**

Below is a rolling 12-month historical comparison of compliance for all Complaint Intake Testing:




**Action Required:**
With the resulting **100%** compliance rate for Inspection #BI2021-0024, **no BIO Action Forms** are requested.

| | |
|---|---|
| Date Inspection Started: | February 5, 2021 |
| Date Completed: | March 8, 2021 |
| Timeframe Inspected: | February 1st to February 28th, 2021 |
| Assigned Inspector: | Connie Phillips B3345 |

I have reviewed this inspection report.

Lt. Jonathan Halverson S1674

Lt. Jonathan Halverson S1674
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

3/15/2021

Date