

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight
Audits and Inspections Unit



Complaint Intake Testing Inspection February 2025

Inspection # BI2025-0028

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 three Complaint Intake Tests conducted during the month of February 2025; one was an in-person test, one was a phone test, and one was a U.S. Mail test. AIU inspected the in-person complaint intake tests. This test is discussed in further detail under the applicable report sub-sections below. The U.S. Mail test and phone test were not received by PSB, therefore an inspection was not conducted on this test, this is discussed further under the applicable report sub-sections below.

In-Person Testing

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

1. TEST #: IP25-08

DISTRICT/DIVISION: District 1

TEST SCENARIO: The tester, posing as a male passenger, was being given a ride home by an acquaintance when the vehicle was pulled over by a marked Sheriff's vehicle. The deputy approached the passenger side window, requesting the usual documentation along with the passenger's identification. The passenger declined to provide the requested information. The deputy then returned to his vehicle, and upon re-approaching, asked the passenger to exit the vehicle. Without consent or explanation, the deputy proceeded to search the vehicle. When questioned about the reason for the search, the passenger was told, "Just step out of the car. Don't give us any problems." A second deputy arrived in a marked vehicle, although wearing a dark t-shirt, and informed the passenger that no contraband was found, mentioning that the area had experienced significant drug trafficking. When the passenger inquired why they were stopped, the deputy stated it was due to speeding. After a brief exchange, the deputies allowed them to leave without issuing any paperwork.

The driver expressed frustration, feeling that the vehicle had been searched without his consent and believing the stop was racially motivated, as he felt the only reason for the stop was his race.

ACTIONS TAKEN: The tester visited the District 1 office and, upon being greeted by the administrative assistant, stated his intention to file a complaint. The administrative assistant then retrieved an on-duty sergeant to handle the complaint. The interview was conducted and recorded, both audio and video, by the sergeant in compliance with Office Policy. At the conclusion of the interview, the sergeant outlined the next steps in the process to the tester and informed him that someone from the Professional Standards Bureau would contact him.

RESULTS: No deficiencies were noted

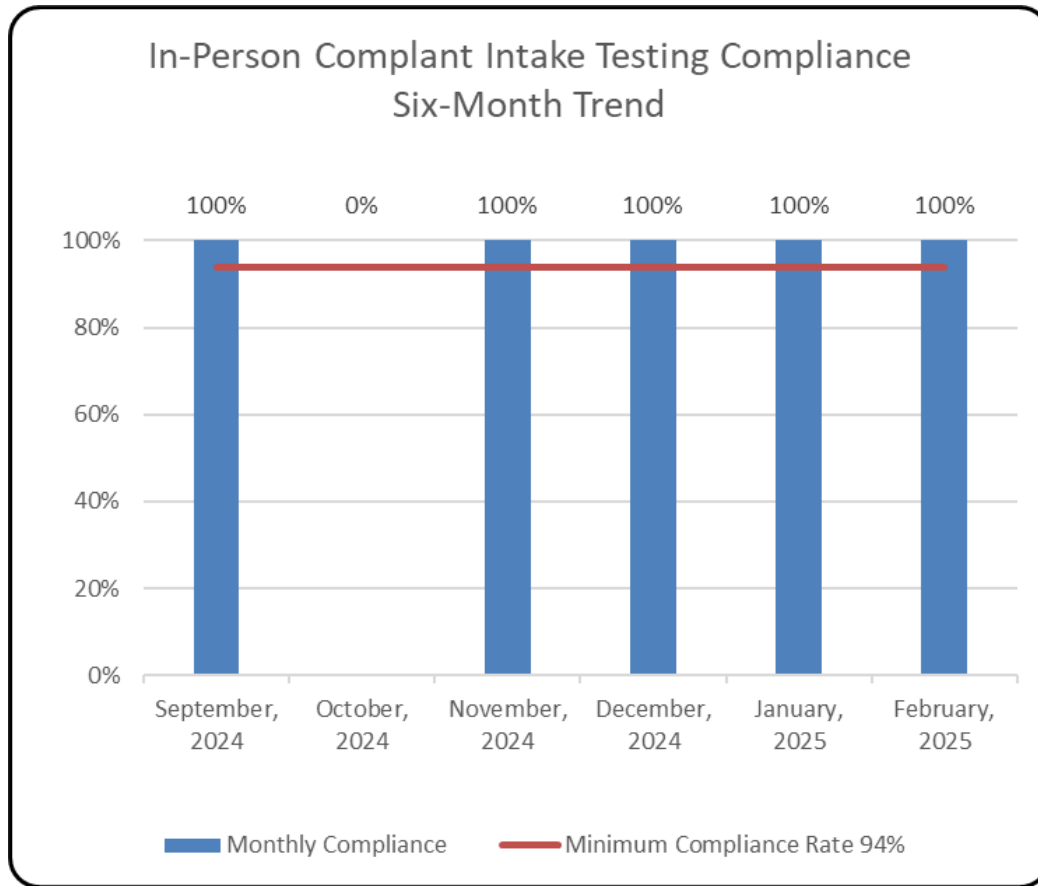
TESTER COMMENTS: N/A

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 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:



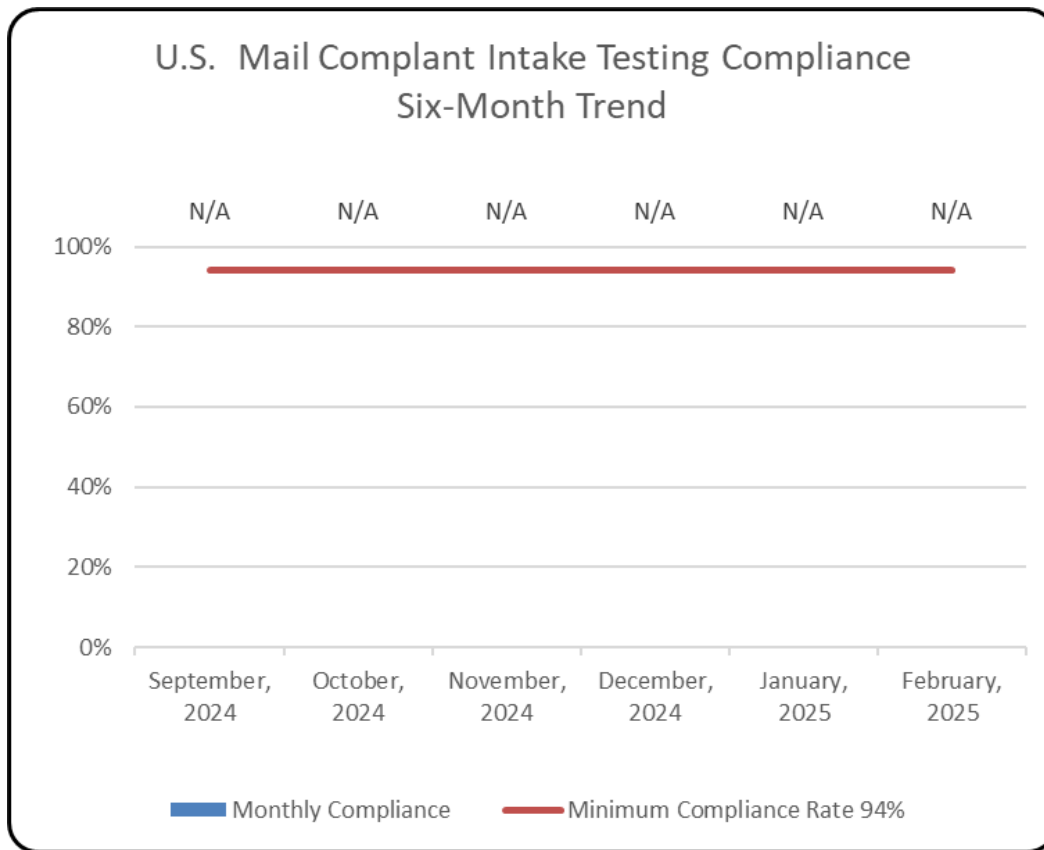
Testing by U.S. Mail

A Complaint Intake Test was conducted via U.S. Mail in February 2025. On February 11, 2025, the vendor sent a certified letter to the PSB location using the address listed on PSB's website. As of March 11, 2025, the letter had not been received by PSB and is marked as delayed due to an insufficient address.

AIU reached out to PSB, and the organization confirmed that they are currently receiving mail at their location. However, they have not yet established a cluster mailbox for the building, as they are awaiting the issuance of new MCSO ID cards, which are required to complete the setup at the post office.

Additionally, AIU contacted the U.S. Postal Service and, using the tracking number provided by the tester, determined that the letter was not delivered due to an insufficient address. While the address on the envelope copy is correct, the absence of the certified mail receipt raises the possibility that there may have been a typographical error in the original documentation.

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



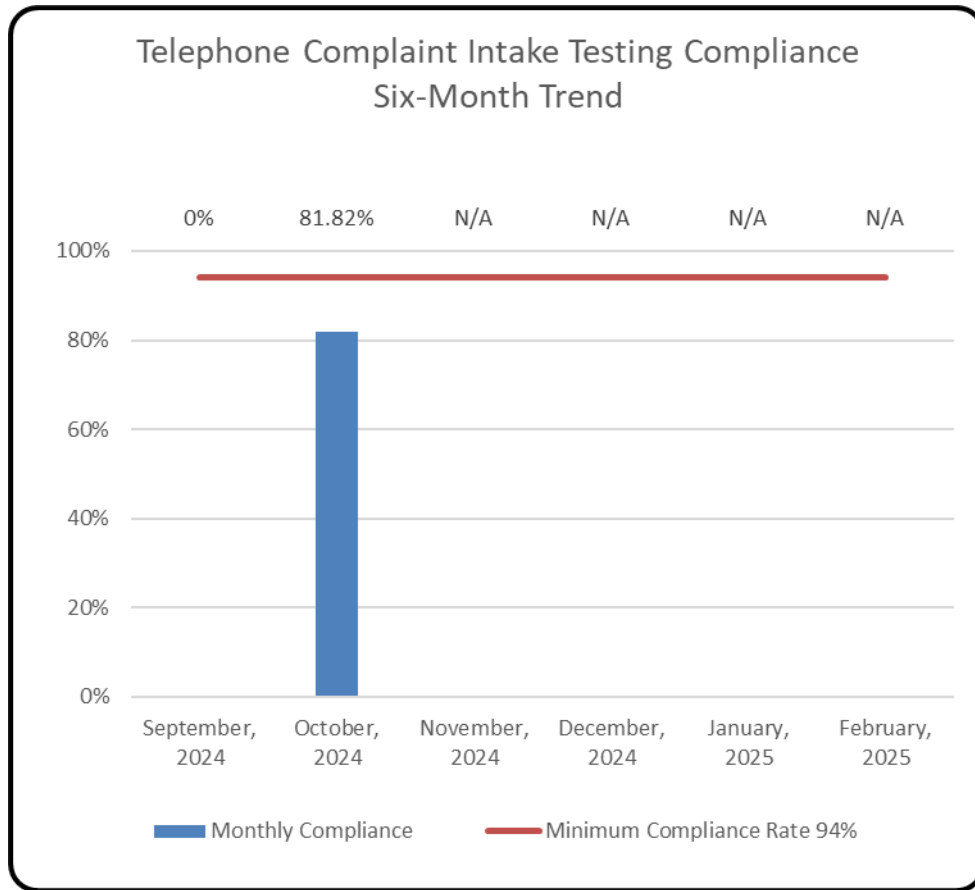
Testing by Telephone

A Complaint Intake Test was conducted via phone in February 2025. The tester called the PSB hotline twice: once at approximately 10:54 PM and again at 11:10 PM, leaving a message both times indicating their intent to file a complaint regarding a deputy. Both phone calls were audio-recorded, and in the recordings, the PSB voicemail message is heard in both English and Spanish.

According to PSB, when they reviewed the hotline messages the following day, no messages were found. While PSB has experienced intermittent phone issues since relocating to their new building, they do not believe there were any phone-related problems in February. However, they were unable to explain why the messages were not available in the recording the next morning.

AIU contacted MCSO Telecommunications, and after reviewing the detailed call records for the number, no phone call was found for the times in question. Additionally, the voicemail for this number was accessed, and no unread or saved messages were located.

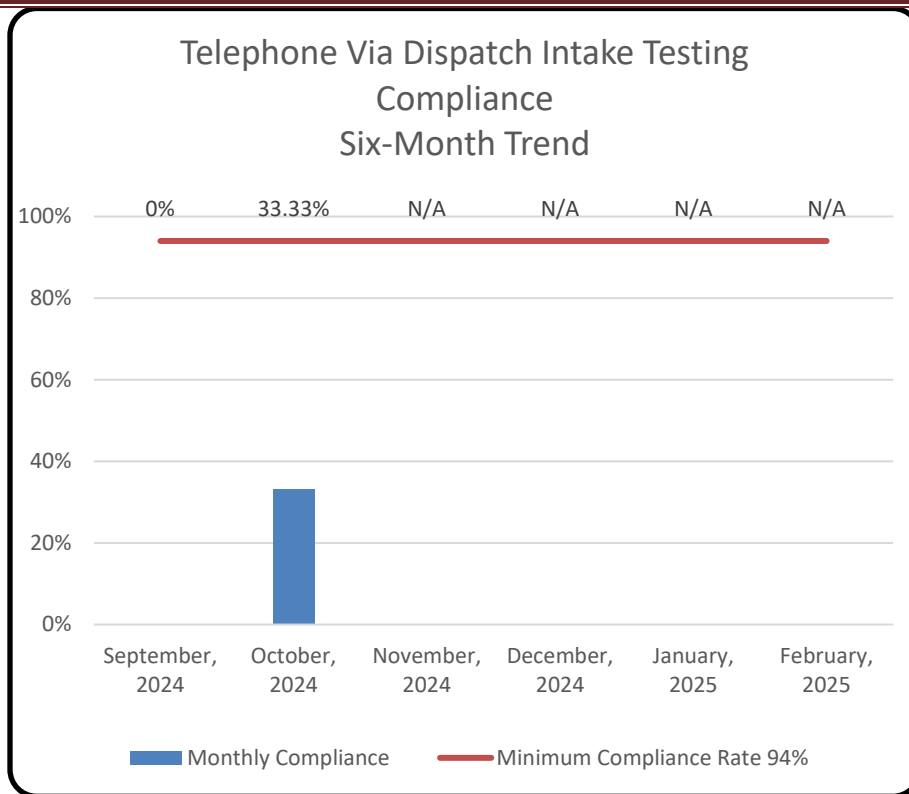
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via the Communications Division

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

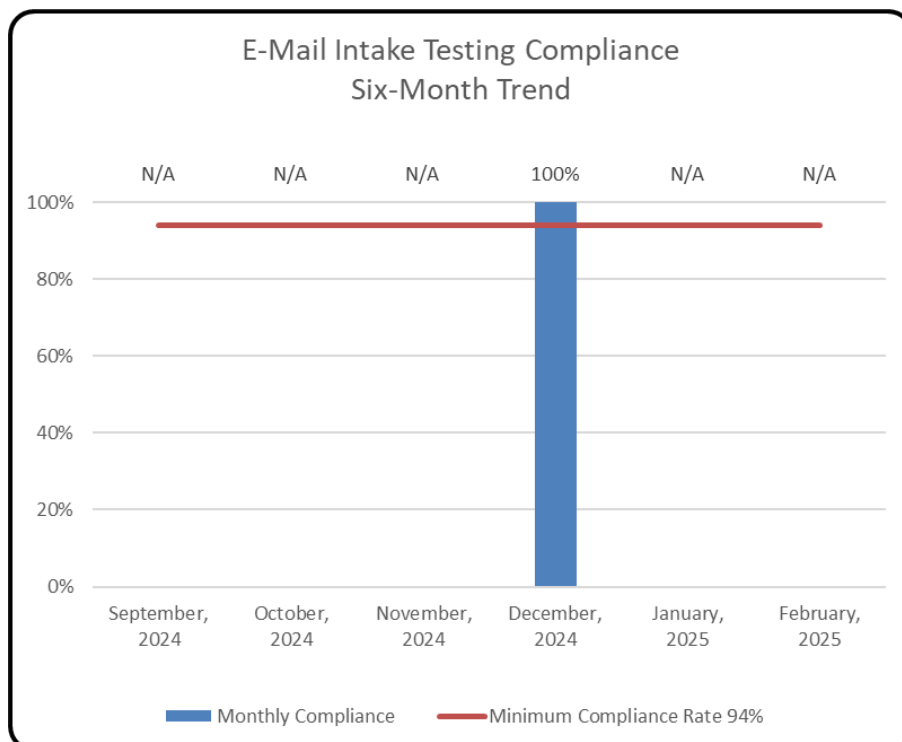
Below is a rolling 6-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:



Testing by E-Mail

There were no Complaint Intake Tests conducted by email during the month of February 2025.

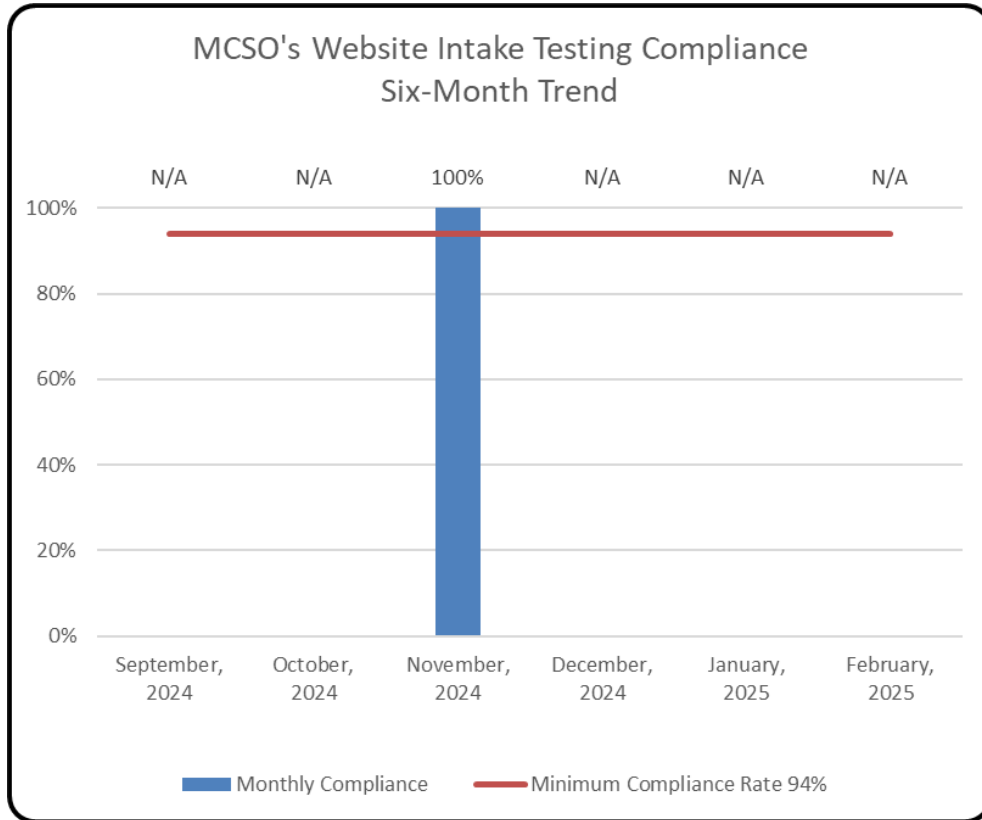
Below is a rolling 6-month historical comparison of compliance for tests conducted by Email:



Testing Online via MCSO’s Website

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

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

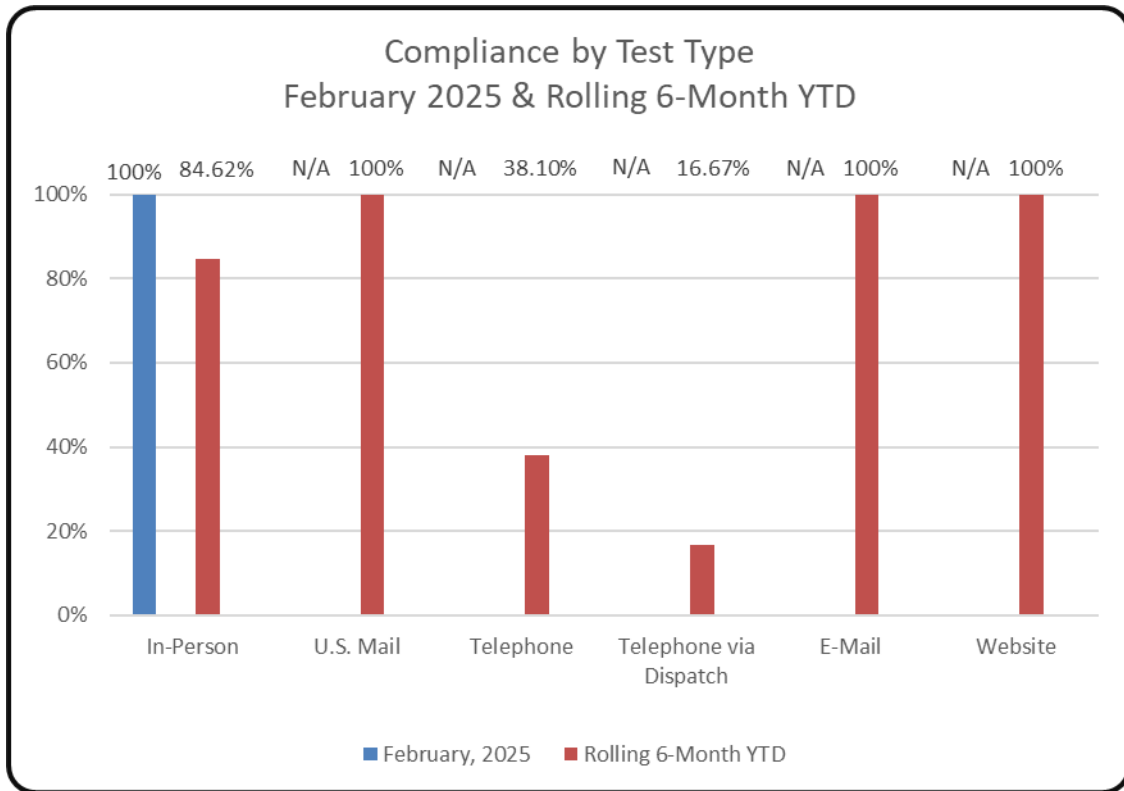


Overall Compliance for February 2025:

Compliance Rate by Method of Testing February 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	N/A
Tests conducted by filing a complaint Online/Website	N/A
Overall Compliance for all Complaint Intake Tests Inspected – February 2025	100%

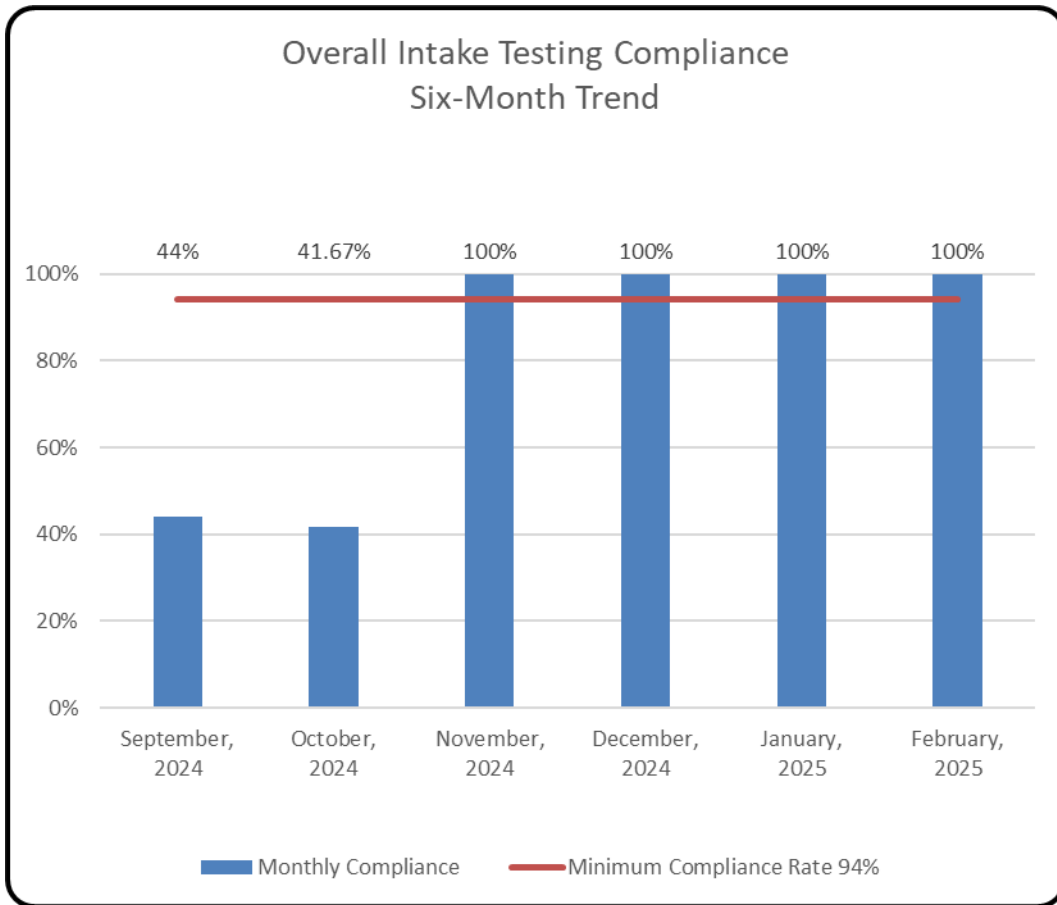
- * The complaint intake vendor sent a letter to PSB via the U.S. Mail and PSB did not receive it.
- * The complaint intake vendor left two messages on PSB hotline and PSB did not receive them.

Below is a chart illustrating the compliance rate by type of test conducted for the month of February 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 BI2025-0028*; therefore, **no BIO Action Forms** are requested.

Date Inspection Started: February 28, 2025
Date Completed: March 12, 2025
Timeframe Inspected: February 1 - 28, 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

03/25/2025
Date