

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Complaint Intake Testing Inspection September 2020

Inspection # BI2020-0121

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:

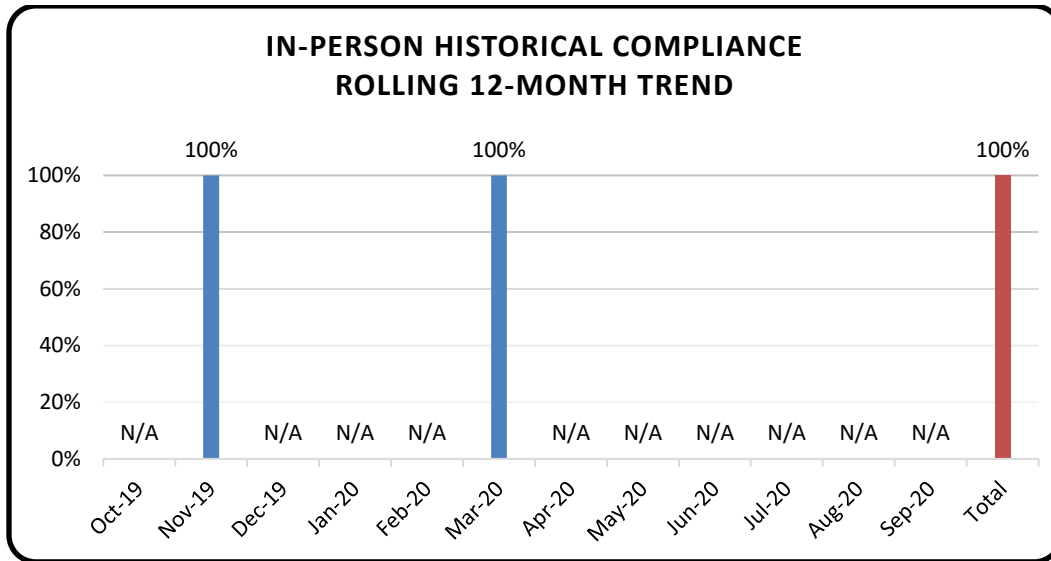
AIU began conducting the inspection of Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. The following charts illustrate rolling 12-month histories of compliance with Office Policy. "N/A" indicates a particular type of testing was not performed during that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

The Complaint Intake Testing vendor conducted one test online during the month of September 2020 using the Office's Website. 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 September 2020.

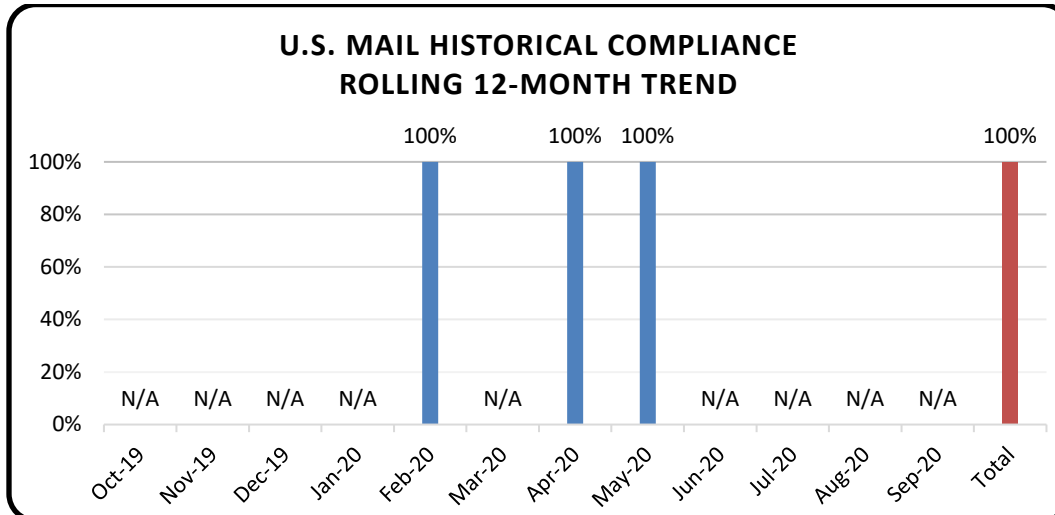
Below is a rolling 12-month historical comparison of compliance for In-Person tests:



Testing by U.S. Mail

There were no Complaint Intake Tests conducted by U.S. Mail during the month of September 2020.

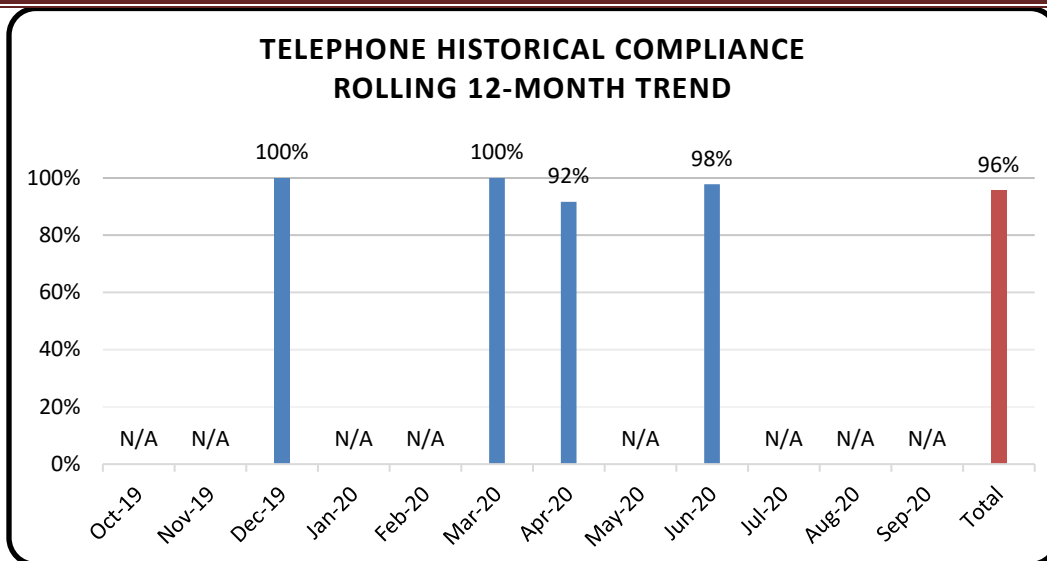
Below is a rolling 12-month historical comparison of compliance for tests conducted by U.S. Mail:



Testing by Telephone

There were no Complaint Intake Tests conducted by Telephone during the month of September 2020.

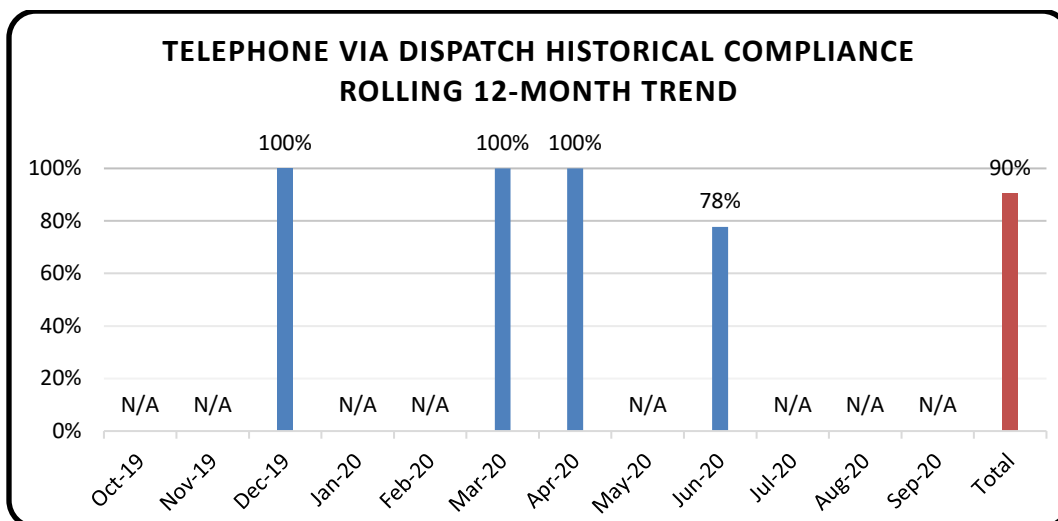
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via Communications Division

There were no Complaint Intake Tests conducted by Telephone via the Communications Division for the month of September 2020.

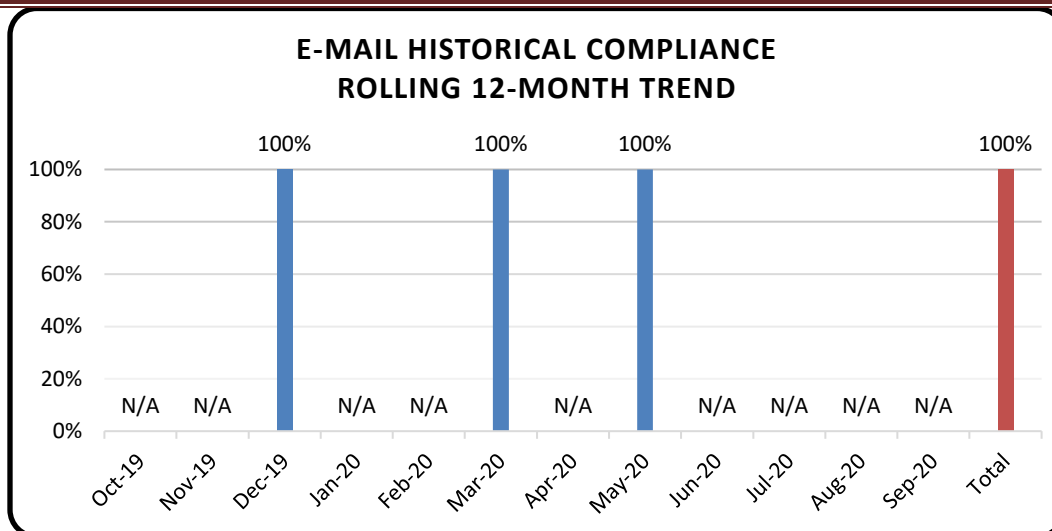
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:



Testing by E-Mail

There were no Complaint Intake Tests conducted by E-mail during the month of September 2020.

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



Testing Online via MCSO's Website

There was one Complaint Intake Test conducted online during the month of September 2020 using the Office's website.

TEST #: 55

DISTRICT/DIVISION: District 1

TEST SCENARIO: The tester posed as a Hispanic female who filed a complaint through the MCSO website by filling out the online *Comment and Complaint Form* alleging that she and her family were targeted by a deputy because they were Hispanic. The tester alleged the deputy was confrontational and unprofessional in his interactions, treating them with suspicion. The deputy asked them for ID when they were merely parking their car in their hotel parking lot..

ACTIONS TAKEN: The tester immediately received a confirmation from the MCSO "Web Team" that the complaint had been received. The following day, PSB e-mailed the complainant the IA number and the name and contact information of the assigned investigator.

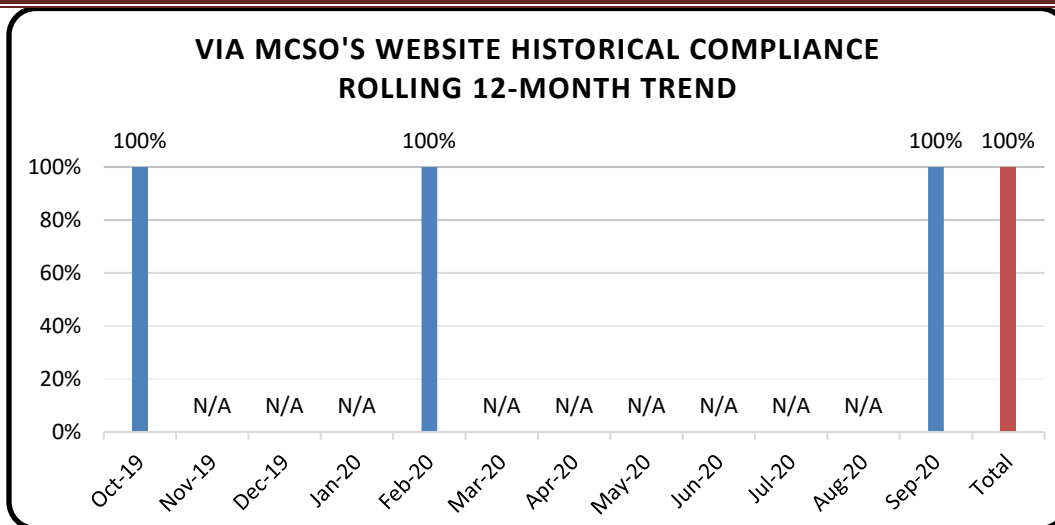
RESULTS: No deficiencies were noted.

TESTER COMMENTS: The tester indicated that she had great difficulty figuring out how to submit the completed *Comment and Complaint Form* online at the www.mcsso.org website.

AIU FOLLOW-UP: AIU confirmed that the online form was indeed very difficult to locate on the MCSO website. AIU immediately contacted the website design team, recommended changes to the website and the changes were made. Now, when someone wishes to submit a complaint or comment online, the user is taken to the "Comment and Complaint Form Submission" page. The page contains data entry fields like traditional websites and a "Send" button which will submit the form. In addition, the page contains the contact information for PSB as well as PDF versions of the *Comment and Complaint Form*.

After the website changes, AIU followed up with the tester for feedback. The tester felt the changes made to the website looked great and *Comment and Complaint Form* was definitely easier to use and find.

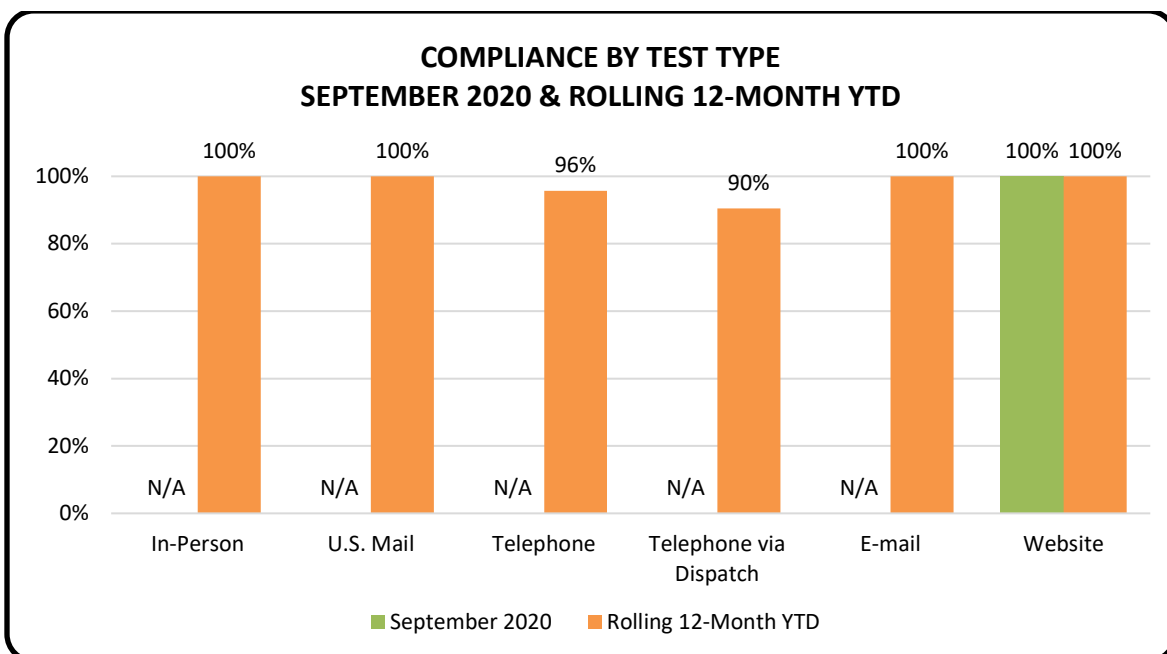
Below is a rolling 12-month historical comparison of compliance for filing a complaint Online:



Overall Compliance for September 2020:

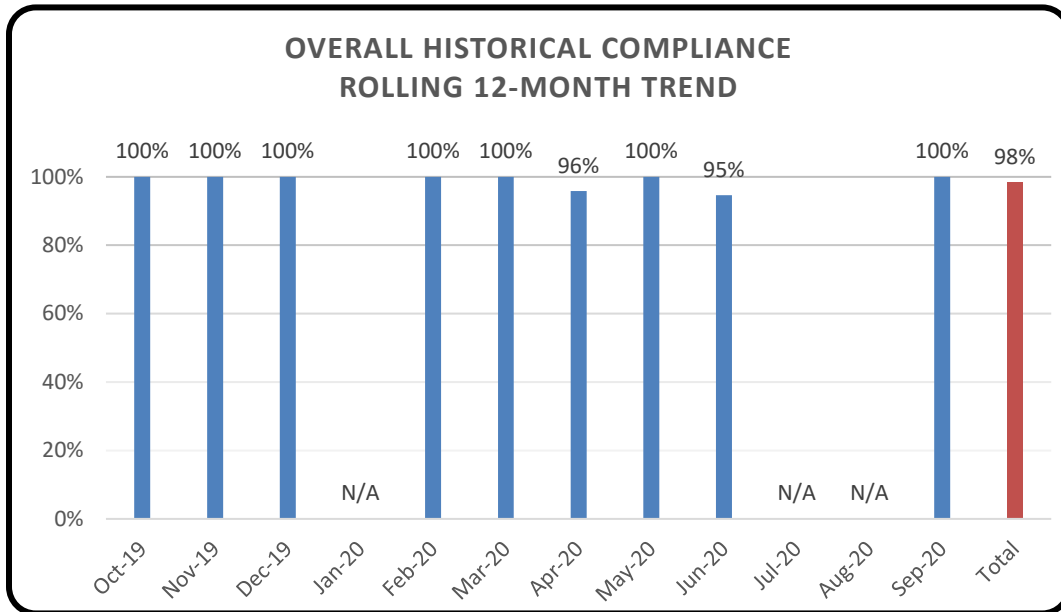
Compliance Rate by Method of Testing September 2020	Compliance Rate
Tests conducted In Person	N/A
Tests conducted by U.S. Mail	N/A
Tests conducted by Telephone	N/A
Tests conducted via Dispatch	N/A
Tests conducted via E-mail	N/A
Tests conducted by filing a complaint Online	100%
Overall Compliance for all Complaint Intake Tests Inspected – September 2020	100%

Below is a chart illustrating compliance rate by type of test conducted for the month of September 2020 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 #BI2020-0121, **no BIO Action Forms** are requested.

Date Inspection Started: October 9, 2020
 Date Completed: October 21, 2020
 Timeframe Inspected: September 1st to September 30th, 2020
 Assigned Inspector: Connie Phillips B3345

I have reviewed this inspection report.

Lt. Todd Brice

 Lt. Todd Brice S1767
 Commander, Audits and Inspections Unit
 Bureau of Internal Oversight

11-5-2020

 Date