

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight
Audits and Inspections Unit



Complaint Intake Testing Inspection January 2025

Inspection # BI2025-0014

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 January 2025; one was an in-person 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 was not received by PSB, therefore an inspection was not conducted on this test.

In-Person Testing

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

1. TEST #: IP25-07

DISTRICT/DIVISION: District 7

TEST SCENARIO: The tester, posing as a male witness, observed a uniformed deputy at a grocery store loading groceries into his marked vehicle. The tester also noted that there were two children present in the vehicle. The tester expressed concerns that this may constitute a misuse of office resources, suggesting it was inappropriate for the deputy to be shopping and transporting his children while on duty, or to be using the vehicle for personal purposes if off-duty.

ACTIONS TAKEN: The tester visited the District 7 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

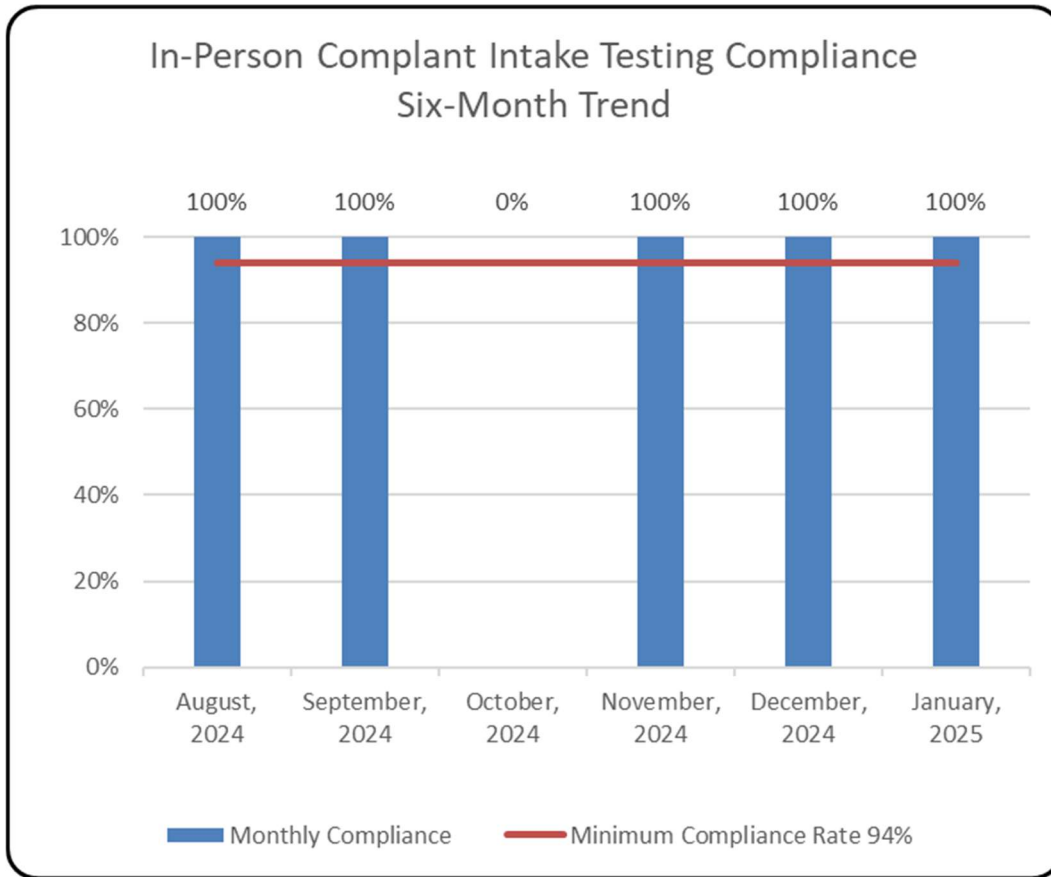
TESTER COMMENTS: N/A

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% |

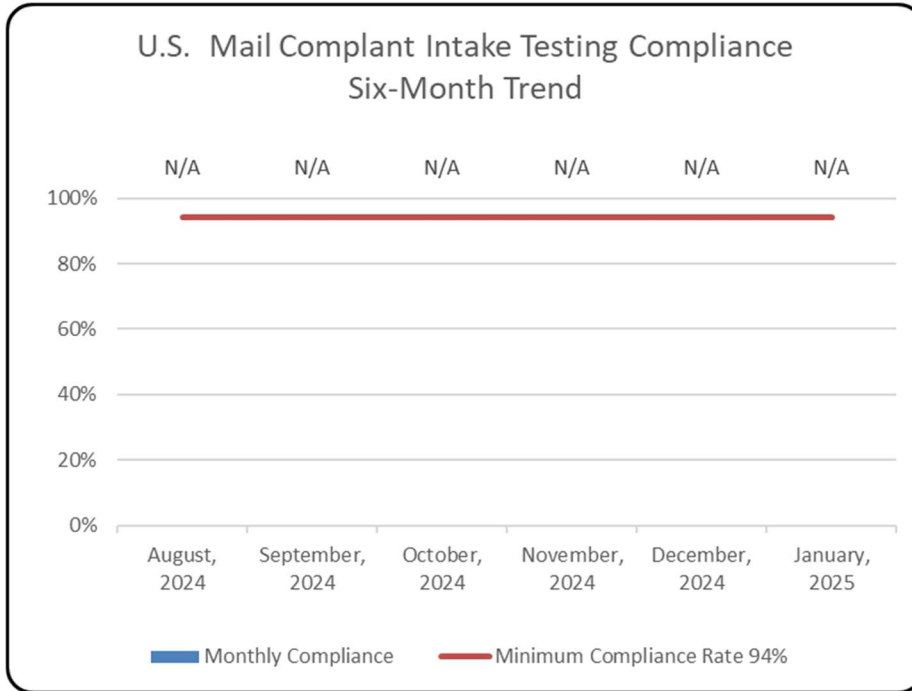
Below is a rolling 6-month historical comparison of compliance for In-Person tests:



Testing by U.S. Mail

One Complaint Intake Test was conducted via U.S. Mail in January 2025. The vendor mailed a letter to the PSB location on January 26, 2025. As of February 11, 2025, the letter has not been received by PSB. The AIU has instructed the vendor to send all future U.S. Mail tests via certified mail to ensure they can be properly tracked.

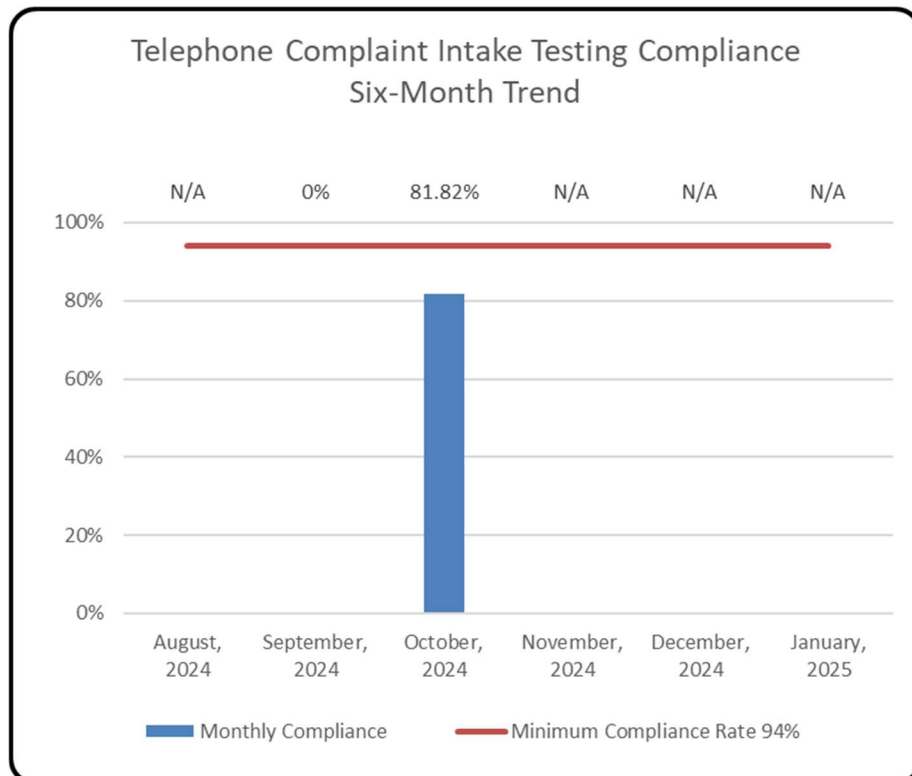
Below is a rolling 6-month historical comparison of compliance for tests conducted by U.S. Mail:



Testing by Telephone

There were no Complaint Intake Tests conducted by Telephone during the month of January 2025.

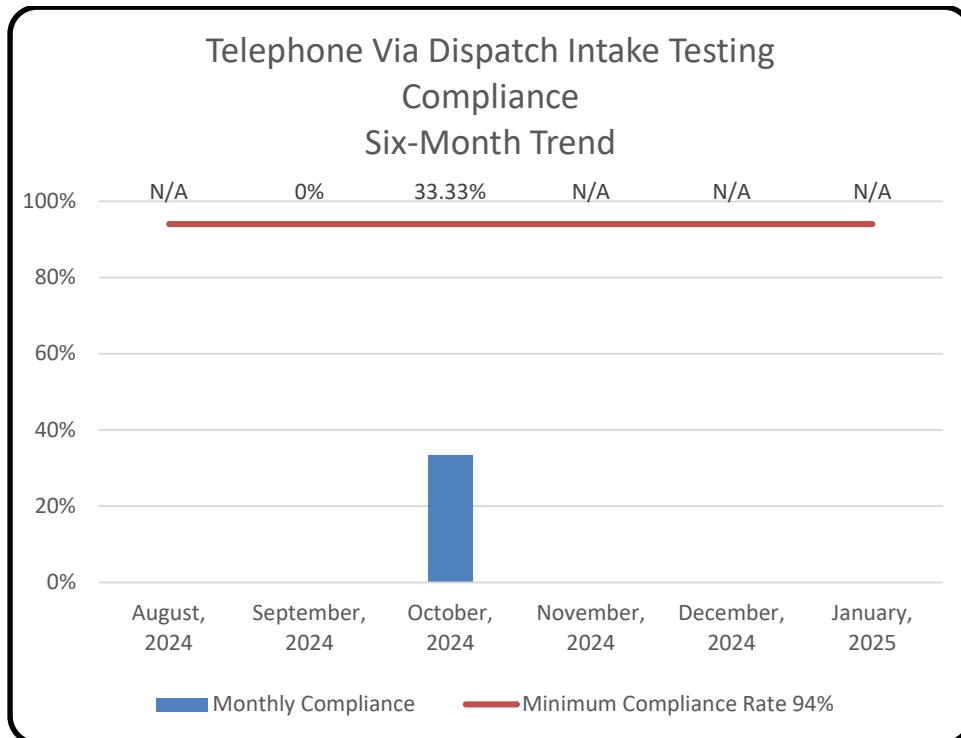
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via the Communications Division

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

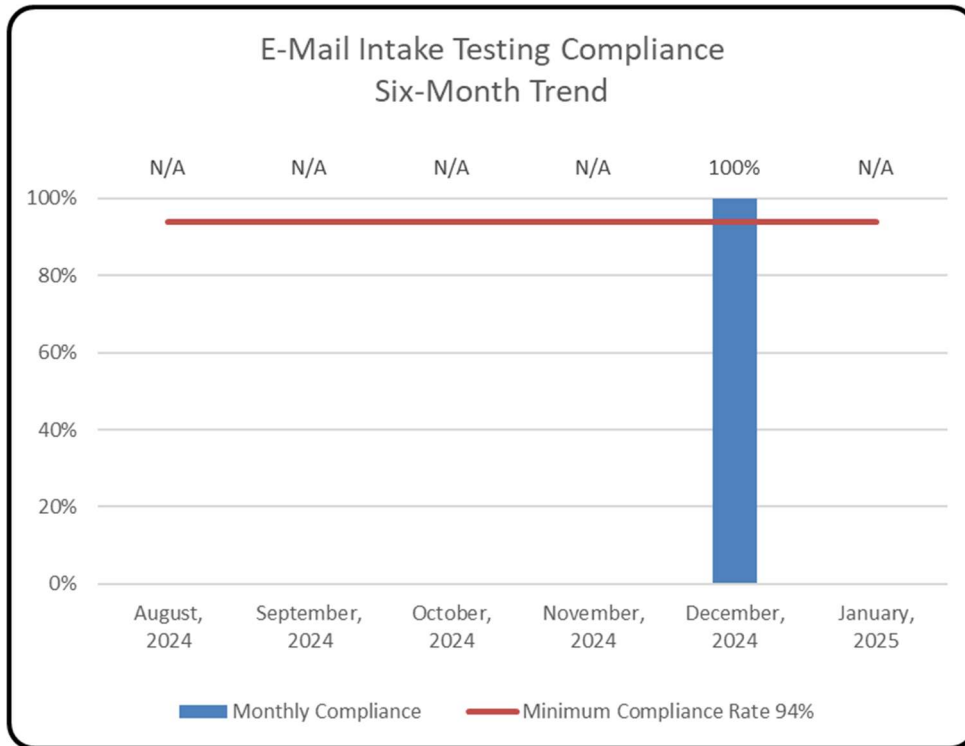
Below is a rolling 6-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:



Testing by E-Mail

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

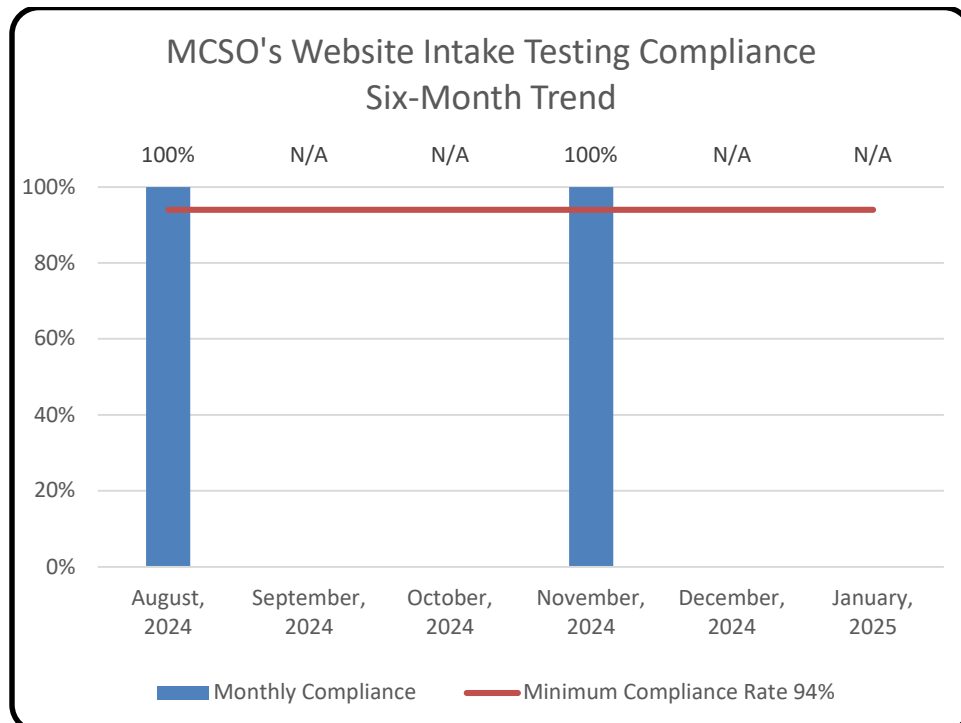
Below is a rolling 6-month historical comparison of compliance for tests conducted by Email:



Testing Online via MCSO's Website

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

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

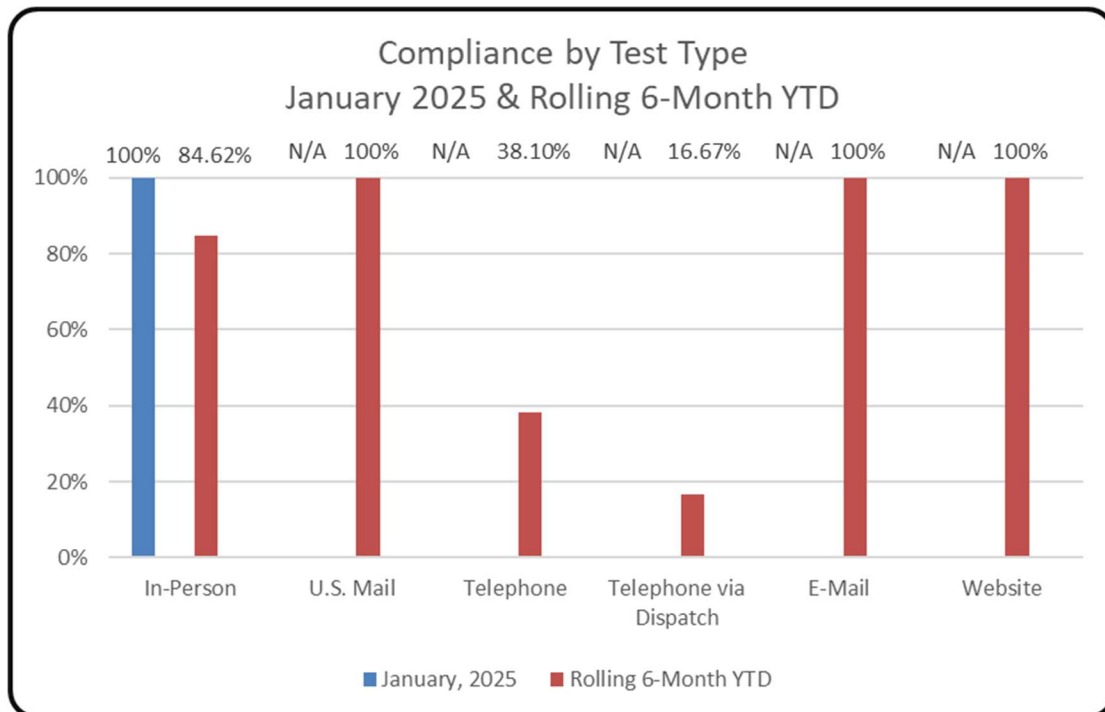


Overall Compliance for January 2025:

| Compliance Rate by Method of Testing January 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 – January 2025 | 100% |

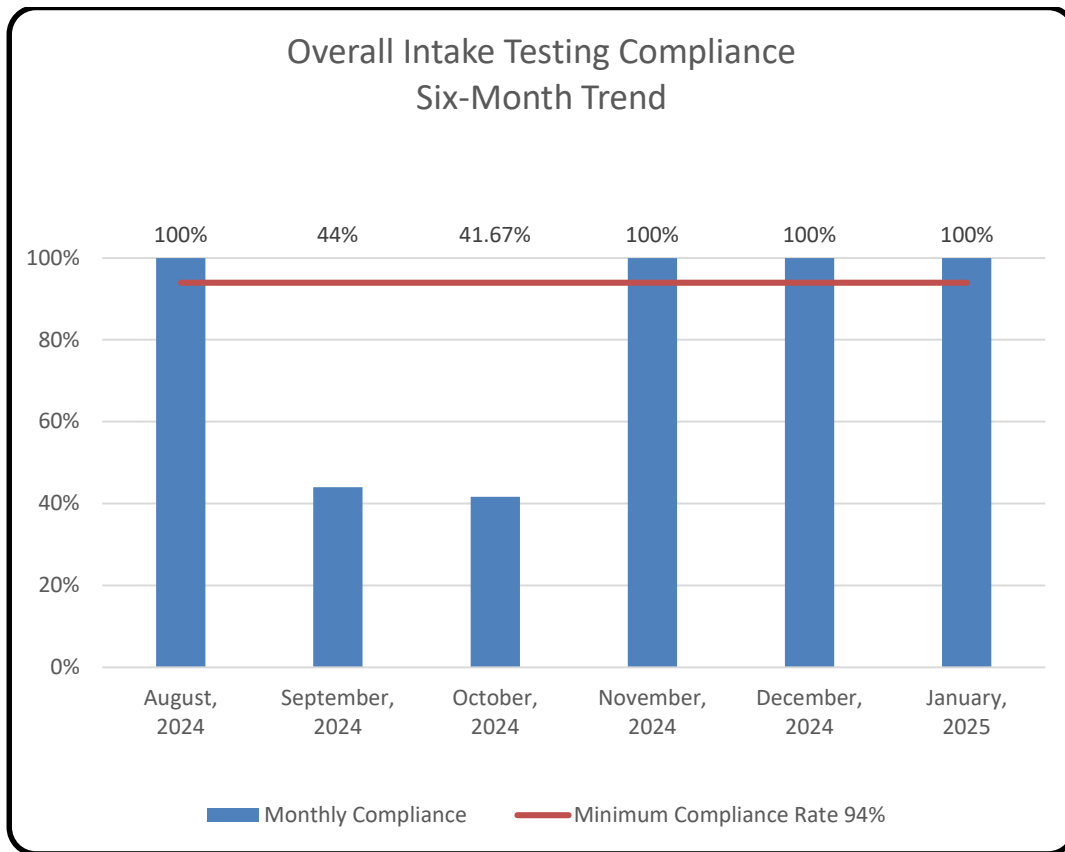
* The complaint intake vendor sent a letter to PSB via the U.S. Mail and it was not received by PSB.

Below is a chart illustrating the compliance rate by type of test conducted for the month of January 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 BI2025-0014*; therefore, **no BIO Action Forms** are requested.

Date Inspection Started: January 30, 2025
Date Completed: February 11, 2025
Timeframe Inspected: January 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

02/13/2025

Date