

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Complaint Intake Testing Inspection February 2023

Inspection # BI2023-0023

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 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*

Conditions:

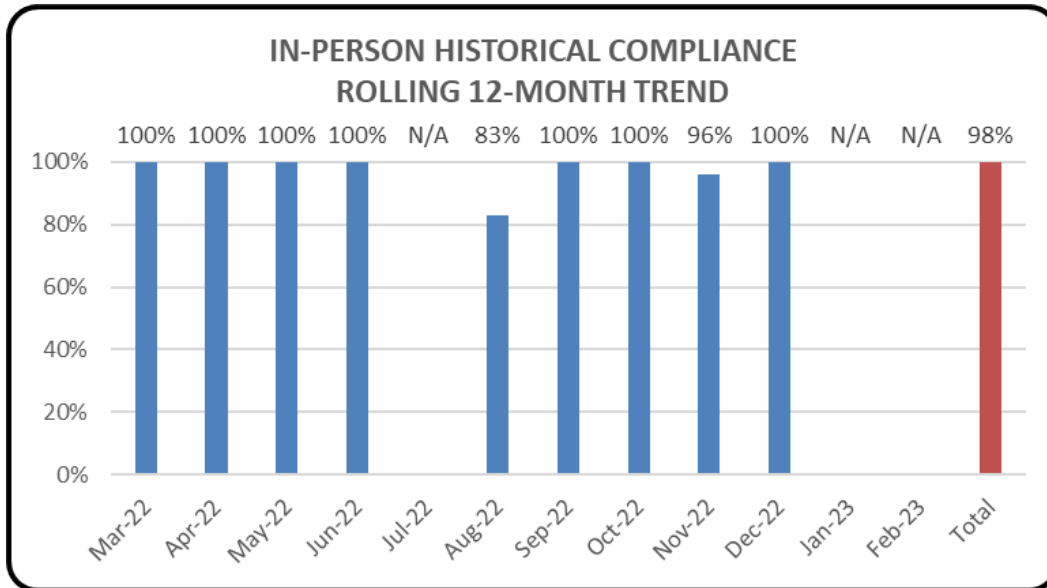
AIU began conducting the inspection of Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. The following charts illustrate rolling 12-month histories of compliance with Office Policy. "N/A" indicates a particular type of testing was not performed during that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

There were two Complaint Intake Tests conducted during the month of February 2023; one was a website test and the other was a telephone 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 were no In-Person Complaint Intake Tests conducted during the month of February 2023.

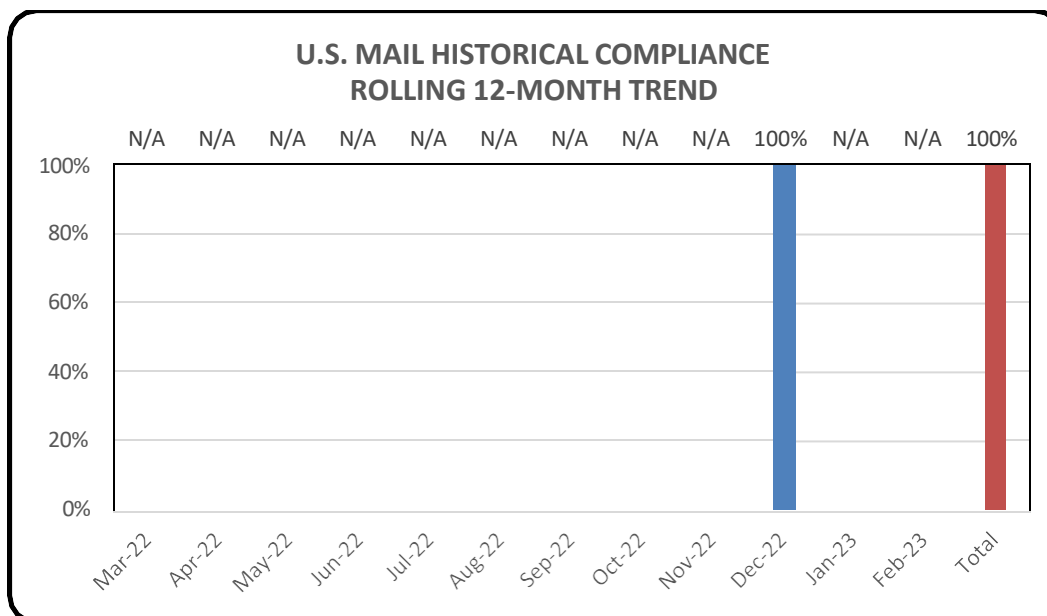
Below is a rolling 12-month historical comparison of compliance for In-Person tests:



Testing by U.S. Mail

There were no Complaint Intake Tests conducted by U.S. Mail during the month of February 2023.

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 2023.

TEST #: 107

DISTRICT/DIVISION: District 3

TEST SCENARIO: The tester posed as a female who had been parked in the parking lot of a park with her husband when a deputy rapidly drove up to their vehicle and aggressively came over to talk with them. The tester said that the deputy started asking them what they were doing and where they had been. The deputy then asked the tester's husband questions that seemed very rude and racially motivated such as "are you from the states?" The tester's husband is from Ghana so he has dark skin. The deputy asked for their names before leaving the scene.

ACTIONS TAKEN: The tester called the District 3 phone number which was initially answered by an automated message and then by the administrative assistant. The tester requested to speak to someone to file a complaint regarding a deputy. The assistant directed the tester to file the complaint online. The tester then asked again to talk to someone over the phone about placing the complaint. The assistant placed the tester on a brief hold before transferring the call to the on-duty sergeant. The on-duty sergeant recorded the phone call as required by policy and entered the complaint in the Blue Team system the same day. Four days after the initial call, the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator.

RESULTS: The complaint was not immediately referred to an on-duty supervisor. Policy GH-2.2.B.1.a.1

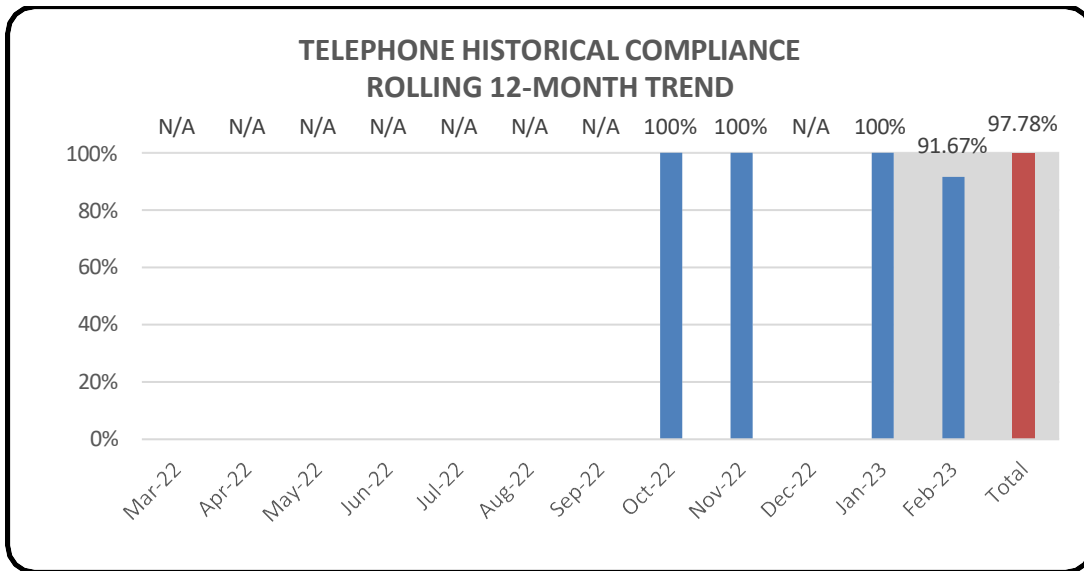
TESTER COMMENTS: N/A.

BIO FOLLOW-UP: BIO held a conversation with the affected division's command staff. Additionally, the complaint intake guide for civilians was sent to all patrol district administrative staff.

It was determined that MCSO employees' compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 91.67%, 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.	1	0	1	0%
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 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 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 conducted by Telephone	1	11	12	91.67%

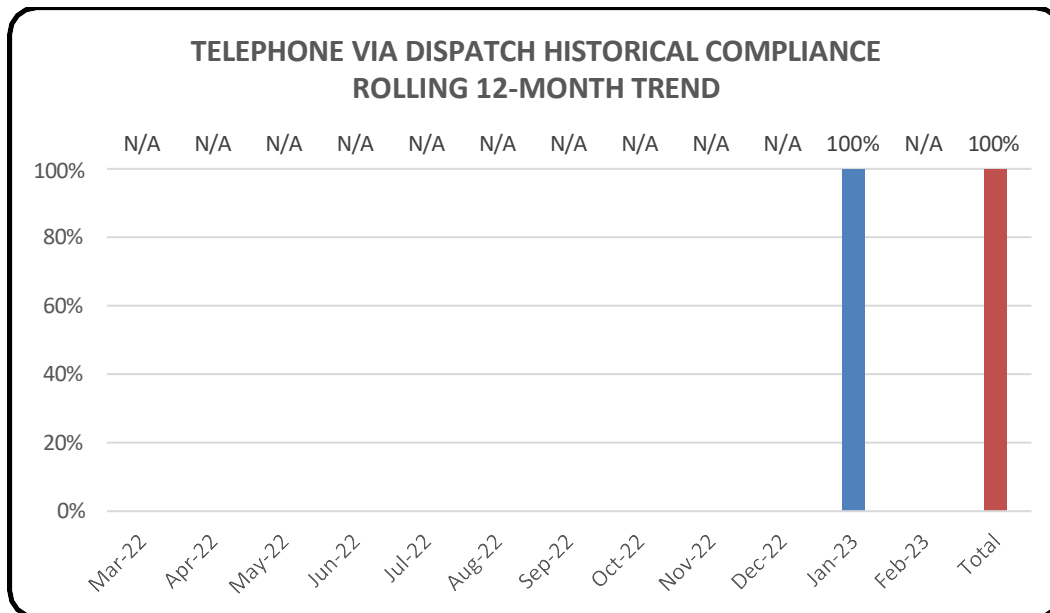
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via Communications Division

There were no Complaint Intake Tests conducted by Telephone via the Communications Division for the month of February 2023.

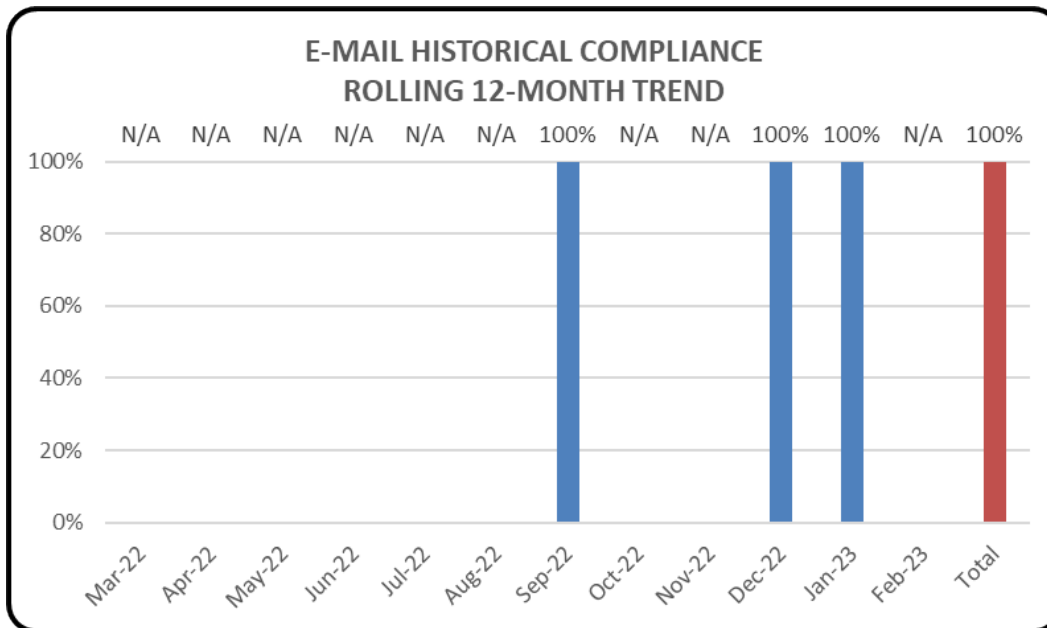
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:



Testing by E-Mail

There were no Complaint Intake Tests conducted by E-Mail for the month of February 2023.

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 February 2023 using the Office’s website.

TEST #: 113

DISTRICT/DIVISION: District 3

TEST SCENARIO: The tester posed as a woman who saw a deputy throwing their fast-food garbage on the ground outside of their vehicle rather than in the garbage containers that the restaurant provided.

ACTIONS TAKEN: The tester filed the complaint through the MCSO website at www.mcso.org/i-want-to/share-comments-or-complaints and received an automated confirmation response a short time later. Later that day, the tester received an e-mail response from PSB with an IA number and the name and contact information of the assigned investigator.

RESULTS: No deficiencies were noted.

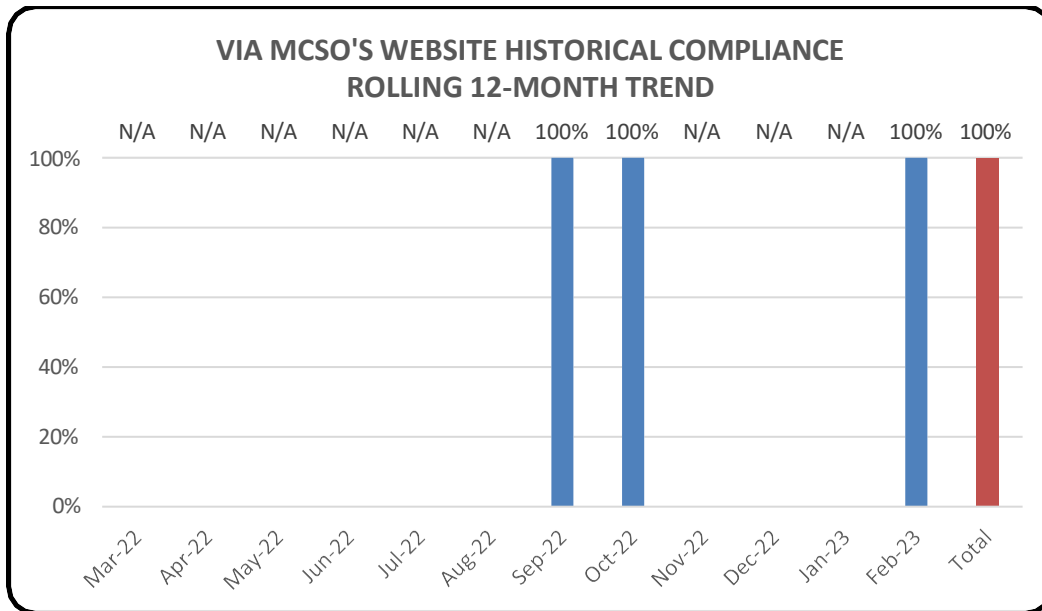
TESTER COMMENTS: N/A

BIO FOLLOW-UP: None Required

It was determined that MCSO employee 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
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.	N/A	N/A	N/A	N/A
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 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 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 the Website	0	8	8	100%

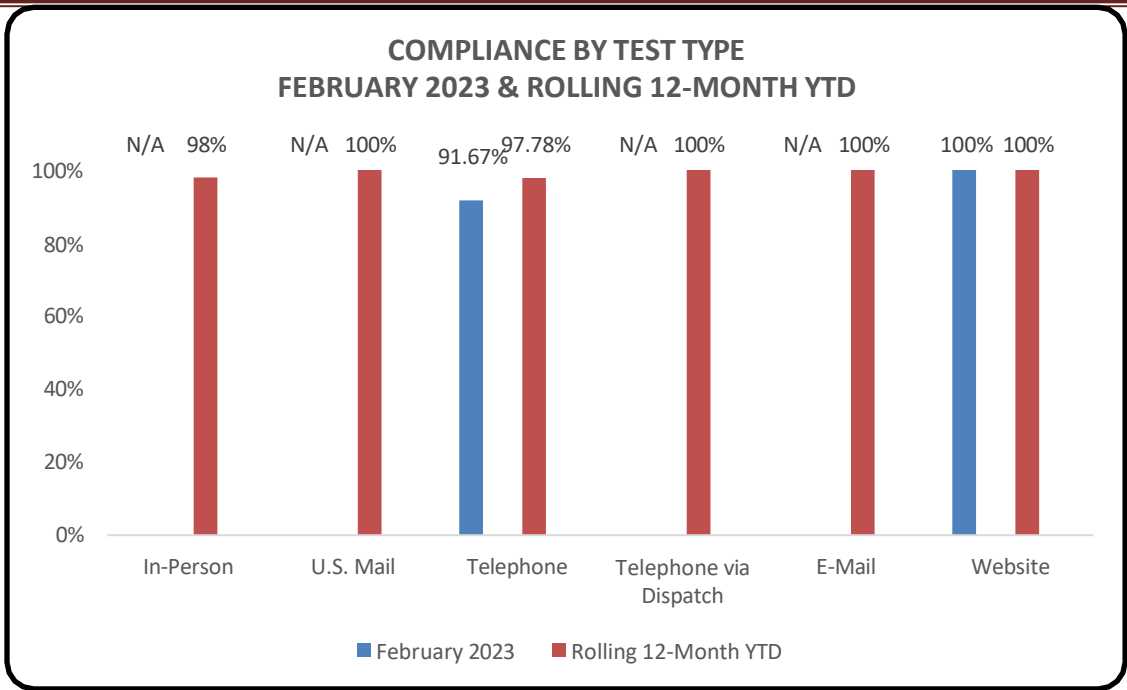
Below is a rolling 12-month historical comparison of compliance for filing a complaint Online:



Overall Compliance for February 2023:

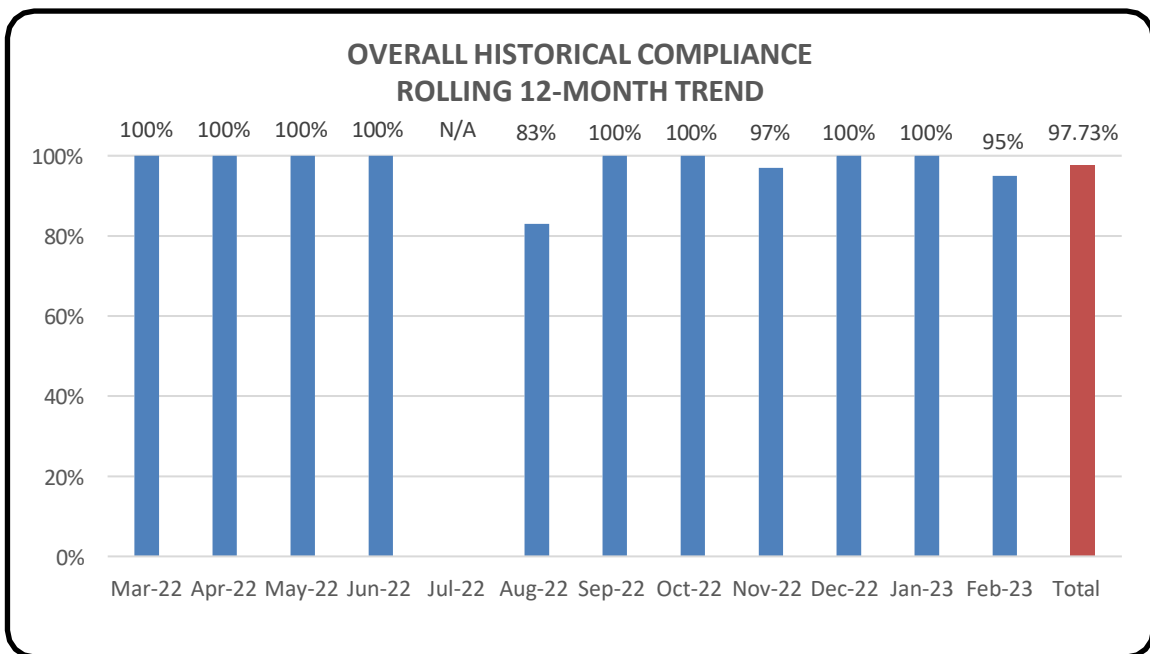
Compliance Rate by Method of Testing February 2023	Compliance Rate
Tests conducted In Person	N/A
Tests conducted by U.S. Mail	N/A
Tests conducted by Telephone	91.67%
Tests conducted via Dispatch	N/A
Tests conducted via E-mail	N/A
Tests conducted by filing a complaint Online/Website	100%
Overall Compliance for all Complaint Intake Tests Inspected – Feb. 2023	95%

Below is a chart illustrating the compliance rate by type of test conducted for the month of February 2023 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:



District	Date of Event	Responsible Employee	Current Supervisor	Commander:
District 3	Redacted	Employee	Sergeant	Captain
Deficiency				
The complaint was not immediately referred to an on-duty supervisor. Policy GH-2.2.B.1.a.1				

Unless noted above in the deficiency table, there were no prior BIO Action Forms similar in nature or supervisor notes addressing the deficiencies.

Action Required:

The compliance rate is **95%** for *Inspection BI2023-0023*; 1 BIO Action Form is requested from the affected divisions.

The form shall be completed utilizing Blue Team.

Date Inspection Started: February 28, 2023
Date Completed: March 13, 2023
Timeframe Inspected: February 1st to February 28th, 2023
Assigned Inspectors: Ronda Jamieson B3178
Sgt. Rob Levy S1881

I have reviewed this inspection report.

Lt. Brian Arthur

Lt. T. Brian Arthur S1806
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

4/25/2023

Date