

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Complaint Intake Testing Inspection October 2020

Inspection # BI2020-0135

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:

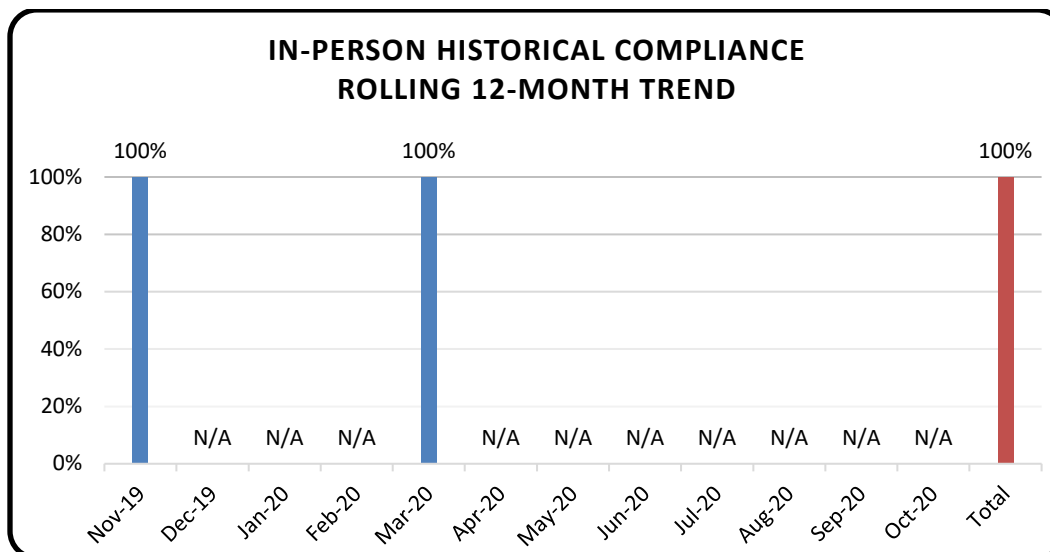
AIU began conducting the inspection of Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. The following charts illustrate rolling 12-month histories of compliance with Office Policy. "N/A" indicates a particular type of testing was not performed during that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

The Complaint Intake Testing vendor conducted one test by U.S. Mail during the month of October 2020. 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 October 2020.

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



Testing by U.S. Mail

There was one Complaint Intake Test conducted by U.S. Mail during the month of October 2020.

TEST #: 56

DISTRICT/DIVISION: PSB

TEST SCENARIO: The tester sent a letter by U.S. mail addressed to PSB at 101 W. Jefferson Street, Phoenix, AZ 85003 complaining that a deputy was allegedly driving “crazy”, weaving in and out of traffic with no lights or siren.

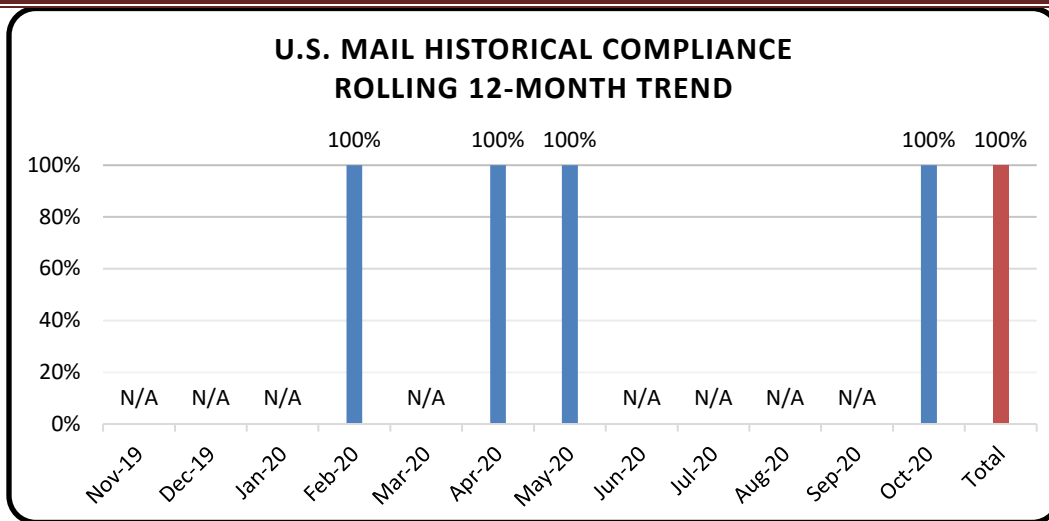
ACTIONS TAKEN: Seven days after mailing the letter, the tester received a letter electronically (since no return address was provided by the tester) from PSB providing her with an IA number and the contact information for the assigned investigator.

RESULTS: No deficiencies were noted.

TESTER COMMENTS: The tester commented that the test appeared to go smoothly but added that the seven-day period between when the complaint was mailed and when a response from PSB was received seemed long.

BIO RESPONSE: The tester mailed the complaint on Thursday, 10/15. PSB received the complaint and entered it in BlueTeam on Wednesday, 10/21. The Initial Letter was e-mailed by PSB on Thursday, 10/22. Although the complaint was mailed locally, PSB’s operations are not open on weekends and mail addressed to PSB is routed first to a mailroom before being delivered to PSB. Timing together with these factors contributed to the length of time between the date the complaint was mailed and when a response was received.

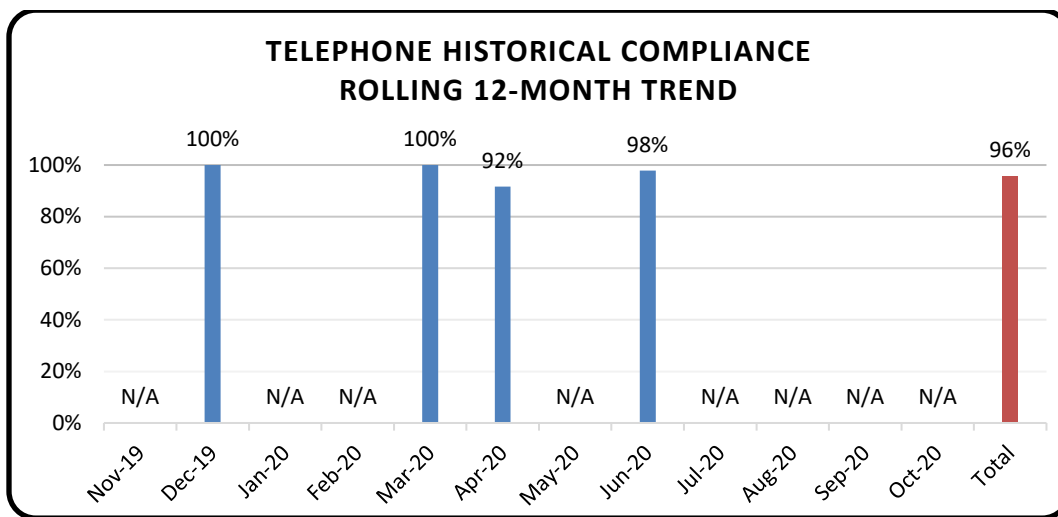
Below is a rolling 12-month historical comparison of compliance for tests conducted by U.S. Mail:



Testing by Telephone

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

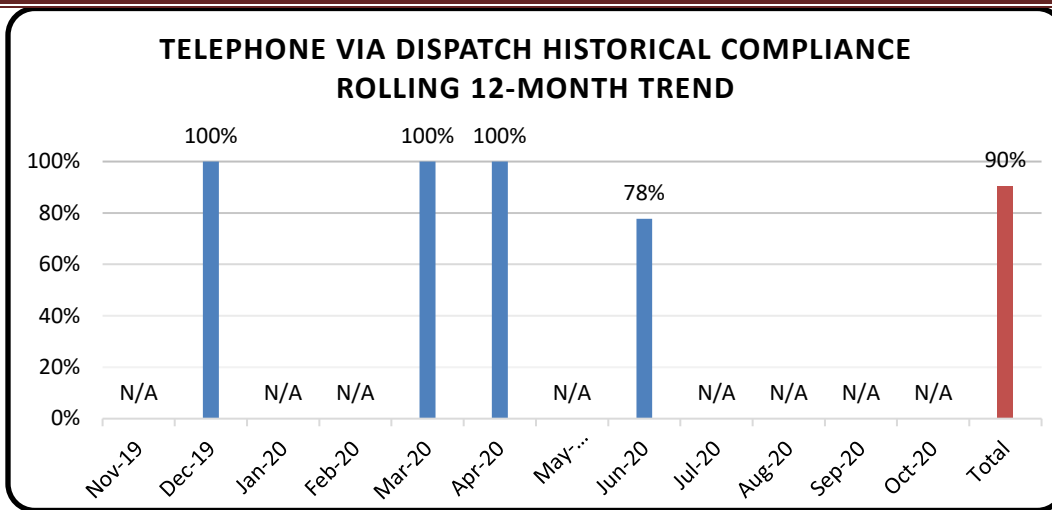
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via Communications Division

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

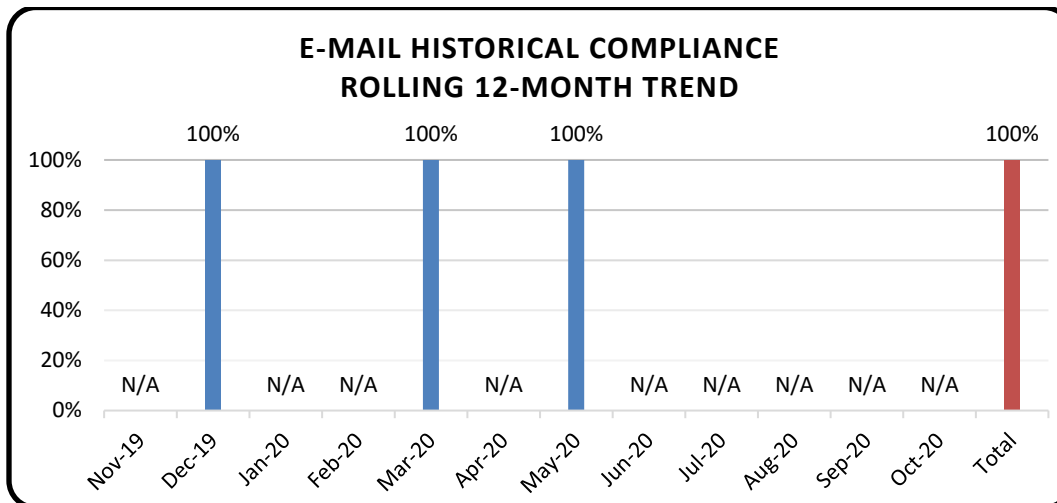
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:



Testing by E-Mail

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

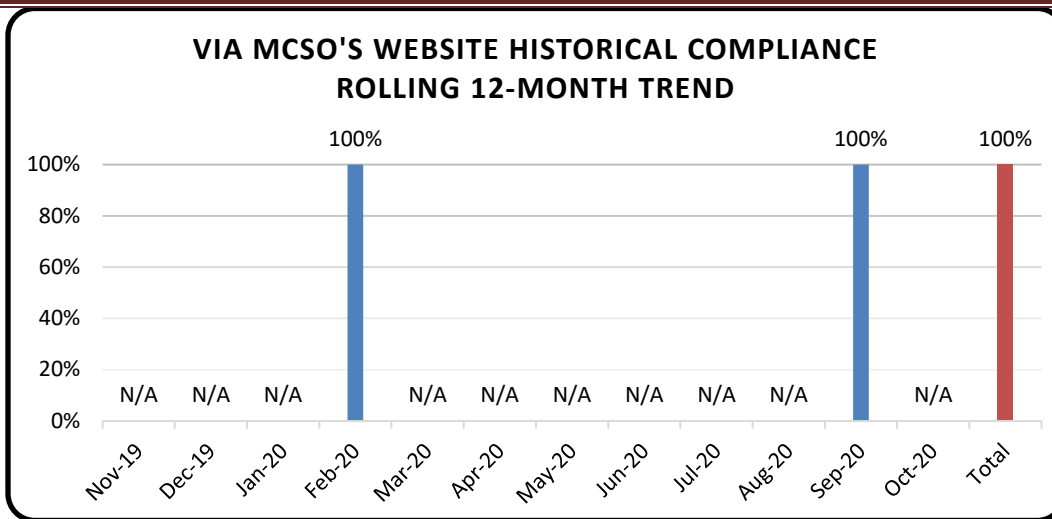
Below is a rolling 12-month historical comparison of compliance for tests conducted by E-mail:



Testing Online via MCSO's Website

There were no Complaint Intake Tests conducted online during the month of October 2020 using the Office's website.

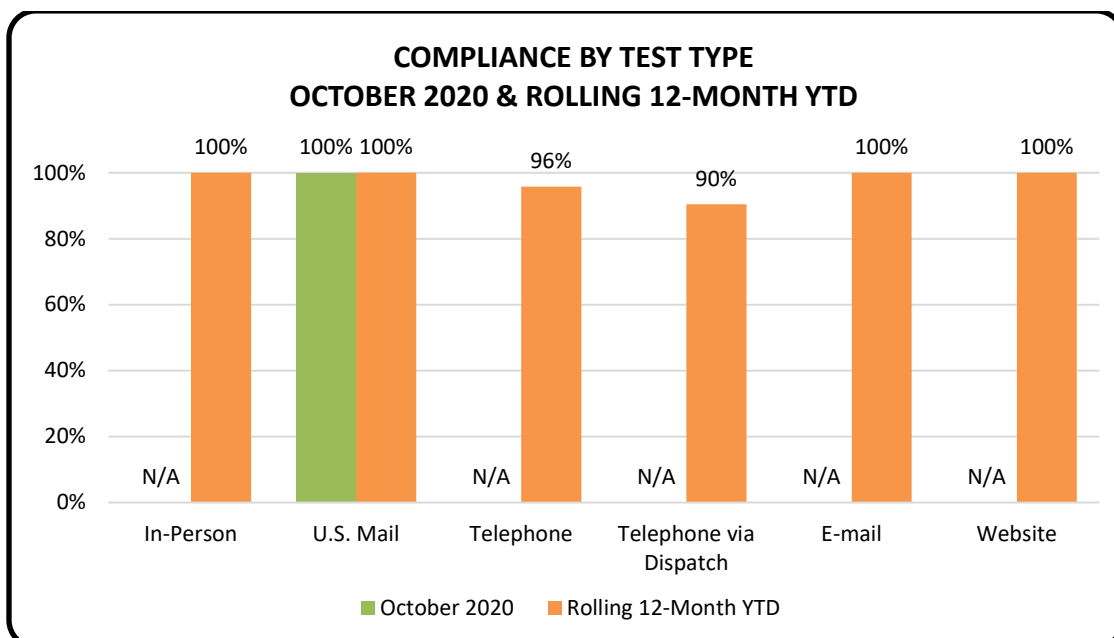
Below is a rolling 12-month historical comparison of compliance for filing a complaint Online:



Overall Compliance for October 2020:

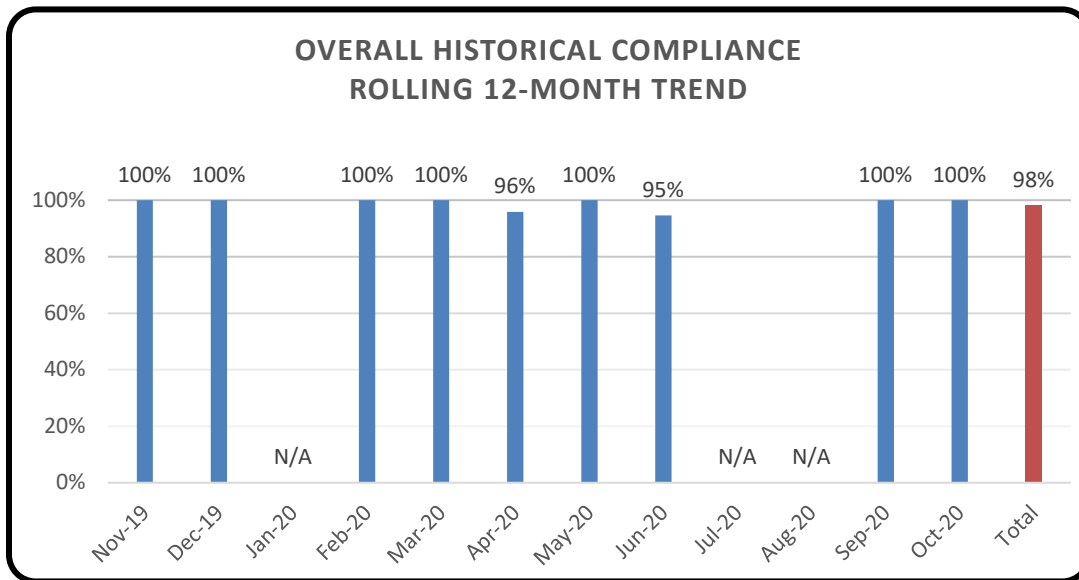
Compliance Rate by Method of Testing October 2020	Compliance Rate
Tests conducted In Person	N/A
Tests conducted by U.S. Mail	100%
Tests conducted by Telephone	N/A
Tests conducted via Dispatch	N/A
Tests conducted via E-mail	N/A
Tests conducted by filing a complaint Online	N/A
Overall Compliance for all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

Below is a chart illustrating compliance rate by type of test conducted for the month of October 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 #BI2020-0135, **no BIO Action Forms** are requested.

Date Inspection Started: October 22, 2020
 Date Completed: November 12, 2020
 Timeframe Inspected: October 1st to October 31st, 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

11-18-2020

Date