



# Use of Force Recommendation 48

*Guidance for:*

*Modify Website to Place Compliment or  
Complaint Filing Information on Homepage*



# Agenda

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- Recommendation Highlights
- Current Practice
- Regional Trends
- Discussion Points
- Final Guidance



# Recommendation Highlights

## Recommendation 48

- MPD should modify its website to place information on how to file a compliment or complaint to the homepage, so it can be made more visible to the public.

**The Police Executive Research Forum (PERF)**

# Current Practice

- A hyperlink on the main webpage to file department complaint only



Translate | e-Notifications | Job Openings | Notice of Proposed Taxes or Fees | Contact Us

mesa.az Home About Us Residents City Hall Things To Do Business Search

Police

- Report a Non-Emergency Crime Online
- Join Mesa PD
- What Police District Am I In?
- Phone Numbers
- Submit a Tip
- Lost & Found Property
- CrimeReports (Statistics)
- FAQs
- Programs, Services & Forms
- Crime Prevention Literature
- Noise Disturbance
- Units & Divisions

Emergency

**911**

**Non-Emergency**  
480-644-2211, option 2

**Information/Lobby**  
480-644-2030  
Main Lobby Hours: M-F/7a-5p


**How Do I:**

- File a Complaint
- Find a Phone Number
- Request an Accident Report
- Request a Police Report


Residents

## Mesa Police Department




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**Report a Crime Online** - There are several crimes you can report online - criminal damage, vehicle burglary, shoplifting, theft, hit & run (property damage), identity theft, lost/abandoned property and found property.



**Crime Prevention** - Start a Neighborhood Watch, join our Tri-Star program or request a speaker.  
**Own a business?** Request a security survey or schedule a crime prevention officer to talk with your employees about safety.



# Current Practice

- The Department's methods by which a citizen can file a complaint are in line with national best practices.

The screenshot shows the Mesa Police Department website. The navigation bar includes links for Home, About Us, Residents, City Hall, Things To Do, and Business. The main content area is titled 'The Complaint Process' and includes sections for 'Who may file a complaint?' and 'How is a complaint filed?'. A contact information table is provided, and a list of required information for written correspondence is shown at the bottom.

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Residents » Police » Units & Divisions » Professional Standards

## The Complaint Process

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### Who may file a complaint?

Any person who witnesses or has direct knowledge of suspected misconduct may contact the Professional Standards Unit to initiate a complaint. It doesn't matter whether the person making the complaint was directly involved in the incident. Anonymous complaints will be taken. If you decide to remain anonymous, please ensure to provide information about the misconduct that can be proven by other evidence.

### How is a complaint filed?

Generally, complaints are filed through the supervisor of the involved employee. If the employee's supervisor is not known, the complaint may be filed with the Professional Standards Unit. A complaint may be filed in person, by telephone, fax, online form, or letter. A complaint may also be filed by printing and completing a copy of the Citizen Complaint Form [PDF] and mailing it in.

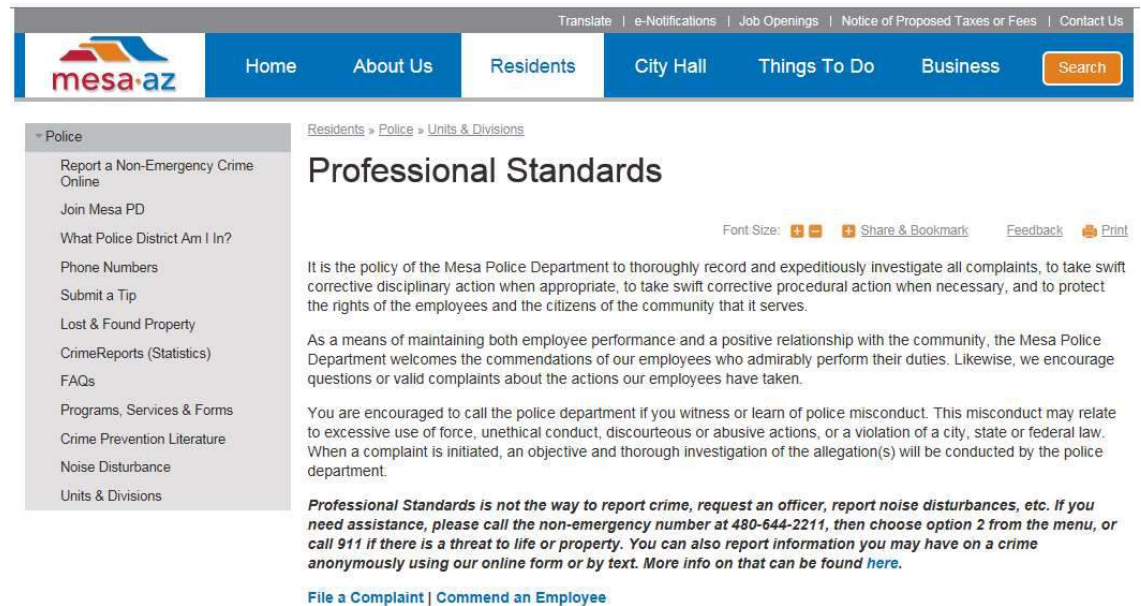
TELEPHONE:	480-644-2010
FAX:	480-644-5447
ADDRESS:	Mesa Police Department Professional Standards P.O. Box 1466 Mesa, AZ 85211

If you choose not to use the Citizen Complaint Form, please ensure written correspondence includes the following information:

- Date, time, and location of the incident
- Your name, address (including zip code), and daytime phone number
- E-mail Address
- Mesa Police Department case number
- Name of Department employee(s) involved
- A brief description of the complaint

# Current Practice

- Hyperlink to commend an employee is not easily accessible to the public



The screenshot shows the Mesa Police Department website. The top navigation bar includes links for Translate, e-Notifications, Job Openings, Notice of Proposed Taxes or Fees, and Contact Us. The main navigation bar has Home, About Us, Residents, City Hall, Things To Do, and Business. A search bar is located on the right. The left sidebar lists various services under the Police category, including Report a Non-Emergency Crime Online, Join Mesa PD, What Police District Am I In?, Phone Numbers, Submit a Tip, Lost & Found Property, CrimeReports (Statistics), FAQs, Programs, Services & Forms, Crime Prevention Literature, Noise Disturbance, and Units & Divisions. The main content area is titled 'Professional Standards' and contains text about the department's policy on complaints and commendations. At the bottom of the page, there are two links: 'File a Complaint' and 'Commend an Employee'. A large blue arrow points upwards from the bottom center of the page towards the 'Commend an Employee' link.

# Regional Trends

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Agency	Commend and Complaint Link on Department Webpage
Phoenix PD	X
Tucson PD	X
Tempe PD	X
Scottsdale PD	X
Chandler PD	X
Gilbert PD	X

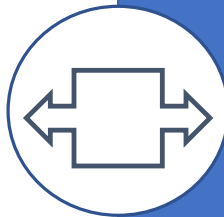
# Discussion Points

*Reasons **for** adopting the recommendation:*

- Easier access for the public to query form
- Greater opportunity to recognize employees

*Reasons **against** adopting the recommendation:*

- None





# Committee Feedback

- To have the complaint and commendation forms available in both English and Spanish
- Mixed responses on requesting the complaint's ethnicity and gender



## Final Guidance

PERF's recommendation to include information on how to file a complaint on the Department's website is fulfilled.

Adopt PERF's recommendation to include information on how to commend an employee on the Department's website homepage, so it can be made more visible to the public.



# Discussion