



# Use of Force Recommendation 50

*Online Complaint Forms and Information on  
MPD Website is Consistent and Accurate*



# Agenda

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- Objectives
- Recommendation Highlights
- Gap Analysis
- Regional Trends
- Final Guidance
- Discussion





# Objectives

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- Verify that terminology and information be consistent in the materials that involve the complaint process.



# Recommendation Highlights

- MPD should ensure that all materials related to the complaint process are consistent and accurate. Specifically, MPD should reconcile the website's instructions for making a complaint via phone.
- MPD should also ensure all of the links on the complaint form are active.

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

# Gap Analysis

- Recommendation to repair the following:
  - MPD's webpage and Citizen Complaint Form had different telephone numbers listed
  - A hyperlink on the Citizen Complaint Form was inoperable
- *Recommendation #49*
  - *Make the verbiage about making a false complaint consistent on the website, mail-in form, and online submission form.*
- Current Process
  - MPD's website includes the telephone and fax number for Professional Standards
  - Hyperlink on the Citizen Complaint Form has been repaired
  - Mail-In Form can be printed and sent to Professional Standards

# Regional Trends

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## Information Available Online

	<b>On-Line Complaint Form</b>	<b>Telephone Number</b>	<b>Mail-In Form</b>	<b>Email</b>
Phoenix PD	X	X		
Tempe PD	X	X		X
Scottsdale PD	X			
Chandler PD	X			

# Final Guidance

- Recommendations have been corrected.



# Discussion