



Use of Force Recommendation 50

Guidance for:

- *Ensure that all materials related to the complaint process are consistent and accurate*



Agenda

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





Objectives

- Verify terminology and information is consistent within the materials that support 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

Information Available Online

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

Committee Feedback

- No committee feedback received



Final Guidance

- Recommendations have been corrected.



Discussion