



# Use of Force Recommendation 52

*Guidance for:*

*Complaints are not to be Discouraged and  
Emphasize Sergeant's Role in Enforcing  
Policy*



# Agenda

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





# Objectives

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- Create a consistent and transparent complaint process to improve policing practices and bolster community trust.



# Recommendation Highlights

- MPD should state in DPM 2.1.45 Use of Force Reporting Protocols that complaints are not to be discouraged and should emphasize the sergeant's role in making sure the policy is enforced. Sergeants should be trained on their responsibilities in accepting complaints.

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

# Gap Analysis

- Current Policy
- DPM 1.4.10- Disciplinary Process
  - MPD thoroughly records and promptly investigates all complaints.
  - Supervisors shall make an entry into Blue Team documenting any actions, information, or statements as observed, received or reported without unnecessary delay
- Recommendation
  - MPD Policy should emphasize complaints are not to be discouraged and sergeants should be trained on their role in making sure the policy is enforced.

# Pros and Cons

## **Pros**

- Eliminate favoritism between supervisors and subordinates
- Greater consistency with all complaints be documented
- Increase trust in the community

## **Cons**

- Lead to additional workload
- Officers may feel their work is under greater scrutiny

# Regional Trends

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## **Chandler Police Department**

- *Employees will make every effort to facilitate the convenient, courteous, and prompt receipt and processing of an external complaint and not attempt to discourage, interfere, or delay an individual from registering a complaint.*

Other local agencies make no mention of discouraging complaints

# Committee Feedback

- Committee requested clarification on the process when a complaint is received but does not rise to level of a policy violation.
  - Complaint is documented as a Department Inquiry





# Final Guidance

Adopt recommendation by including the following verbiage in policy:

*Employees will make every effort to facilitate the convenient, courteous, and prompt receipt and processing of an external complaint and not attempt to discourage, interfere, or delay an individual from registering a complaint.*

Modify recommendation to have verbiage included in the disciplinary policy revision being drafted, not in the Use of Force Reporting Policy.

Upon the release of the disciplinary policy revision, supervisor training will include supervisor responsibilities in accepting complaints.



# Discussion