

OPERATIONS-SOUTH BUREAU

ORDER NO. 1

March 7, 2017

TO: All Supervisory Personnel, Operations-South Bureau

FROM: Commanding Officer, Operations-South Bureau

SUBJECT: PERSONNEL COMPLAINT INVESTIGATION AND ADJUDICATION
PROCESS

PURPOSE

The purpose of this Order is to initiate new complaint investigation progress reporting procedures for Operations-South Bureau (OSB) supervisory personnel and to establish the Complaint Investigation Progress Report (CIPR).

BACKGROUND

Pursuant to Department Manual Section 3/824, the Department has set a five-month goal for the completion of complaint investigations. The five-month period begins on the date the complaint is generated. For chain-of-command investigated complaints, the investigation is considered complete when the complainant's investigating officer submits a satisfactory investigation for adjudication by the commanding officer. In addition to the five-month period allotted for completion of the investigation, an additional reasonable period of time is provided for the adjudication process.

In recent years, a large volume of chain-of-command investigated complaints have been submitted to OSB for approval well beyond the time allotted for the investigation and adjudication process. In some of these cases, the delay was caused by factors beyond the control of the complainant's investigating officer. In the vast majority of these cases, however, the delay was caused by poor case management.

The existence of a pending complaint investigation can cause substantial anxiety for the involved employees. Investigative delays can also cause witnesses to forget important details about events and lead to the destruction or loss of evidence. Additionally, complainants are entitled to a timely resolution of their complaint. Therefore, it is imperative that supervisors assigned to investigate complaints do not compound these problems by unnecessarily extending the period of time that the complaint is pending.

In order to improve oversight of chain-of-command investigated complaints, the below listed procedures shall be instituted by all OSB Areas for all such complaints generated on or after March 7, 2017.

PROCEDURES

Chronological Records

Consistent with existing OSB practices, complaint investigating officers shall continue to document all complaint investigative activities on a Chronological Record. Additionally, each investigating officer shall submit a copy of the Chronological Record for review to the Officer-in-Charge (OIC), OSB Complaint Unit, in accordance with the time line below. The OIC, OSB Complaint Unit, shall evaluate the progress of the investigation and provide any guidance needed to assist the investigating officer in meeting the five-month investigative goal. The OIC, OSB Complaint Unit, shall initial and date the Chronological Record following the review. A copy of each reviewed Chronological Record shall be forwarded to the OSB Complaint Coordinator within seven days of the review by scanning the document to Adobe® Portable Document Format (PDF) and sending the scanned document via Department email to the OSB Complaint Coordinator. The Complaint Form number shall be noted in the subject line of the email.

Investigating officers shall submit Chronological Records to the OIC, OSB Complaint Unit according to the timeline below.

1. 70 days after the date the complaint was generated
2. 100 days after the date the complaint was generated

Complaint Investigation Progress Report

In the event that an investigating officer does not complete a complaint investigation within 130 days of the date the complaint was generated, the investigating officer shall submit a CIPR to the OIC, OSB Complaint Unit. The purpose of the CIPR is to document all of the investigative steps taken to that point and to provide the investigating officer's commanding officer with a means of evaluating the investigating officer's performance. The OIC, OSB Complaint Unit, shall review the CIPR and provide any guidance needed to assist the investigating officer in meeting the five-month investigative goal. The OIC, OSB Complaint Unit, shall initial and date the CIPR following the review. A copy of each reviewed CIPR shall be forwarded to the OSB Complaint Coordinator within seven days of the review by scanning the document to Adobe® PDF and sending the scanned document via Department email to the OSB Complaint Coordinator. The Complaint Form number shall be noted in the subject line of the email.

NOTE: An exemplar of a CIPR is attached to this Order.

March 7, 2017

Each supervisor assigned to OSB will receive a copy of this Order and will be required to sign the attached receipt as an acknowledgement of this Order.



PHILLIP C. TINGIRIDES, Deputy Chief
Commanding Officer
Operations-South Bureau

Attachment:

COMPLAINT INVESTIGATION PROGRESS REPORT

CF No. 12-009999

Complainant(s): Smith, John

Date/Time of Incident Leading to Complaint: April 10, 2012, at 0230 hours

Location of Occurrence: 123 Main Street, Los Angeles

Area of Occurrence: Generic Area

Accused Employee(s): PO II John Smith, Serial No. 12345

Date of this Report: August 14, 2012

I. COMPLAINT SYNOPSIS

- Provide a summary of the complaint in narrative form.

II. INVESTIGATIVE ACTIONS TAKEN

- Indicate all investigative steps taken to date.
- Include the number of interviews conducted to date.
- Describe all evidence obtained, including any photographs and/or audio/video recordings.

III. STRATEGY FOR COMPLETING INVESTIGATION

- Indicate all investigative steps that are necessary to complete the investigation. Include any employee and/or witness interviews that need to be conducted and any evidence that needs to be obtained.
- Indicate the strategy that will be utilized to complete the investigative steps necessary to finish the investigation.
- Indicate any assistance the complaint's investigating officer needs to complete the investigation.
- Provide an estimated date for completion of the investigation.

Complaint Investigation Progress Report

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APPROVED:

JOHN SMITH, Sergeant
Generic Patrol Division

JOHN SMITH, Captain
Commanding Officer
Generic Area