

PROFESSIONAL STANDARDS BUREAU

NOTICE

January 20, 2022

1.13

TO: All Department Personnel

FROM: Commanding Officer, Professional Standards Bureau

SUBJECT: ALTERNATIVE COMPLAINT RESOLUTION – REMINDER

Because dispute resolution techniques have been shown to increase understanding between parties and improve public trust, resolving personnel complaints through the mediation and Alternative Complaint Resolution (ACR) processes, whenever practicable, is strongly encouraged. These streamlined practices, which align with the principles of procedural justice, are appropriate for resolving complaints of biased policing (See Office of the Chief of Police Notice, dated December 18, 2020, *Revised Biased Policing Alternative Complaint Resolution Pilot Program*).

While the ACR is typically conducted by line supervisors, all level supervisors, including command officers, are encouraged to take a more active role in this process. Some complainants may feel empowered by resolving the complaint through facilitation with the employee's commanding officer. The purpose of this Notice is to highlight the opportunity for command-level officers to engage with community members and repair damaged relationships.

Commanding officers could, at their discretion, review the body-worn and/or digital in-car video with the complainant. The meeting could include the employee as well if all the parties agree. The commanding officer would conclude the process by meeting with the employee to counsel, train and/or provide insight on the complainant's perspective as appropriate.

Existing ACR procedure remains unchanged. When a community member makes a personnel complaint where the alleged misconduct is Non-Disciplinary, or Disciplinary but minor in nature, a supervisor shall, to the extent practicable, address and resolve the concern immediately. The supervisor shall also inform the complainant that a complaint will be generated, and, when meeting the existing criteria for ACR, offer to resolve the matter through the ACR process.

Any questions about this Notice should be directed to the Review and Evaluation Section, Professional Standards Bureau, at (213) 996-2771.

APPROVED:



MICHAEL P. RIMKUNAS, Deputy Chief
Commanding Officer
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