

PROFESSIONAL STANDARDS BUREAU

NOTICE

April 1, 2022

1.13

TO: All Department Personnel

FROM: Commanding Officer, Professional Standards Bureau

SUBJECT: REVISIONS TO COMPLAINT INVESTIGATION REPLY LETTER
EXEMPLARS

The Department's complaint process provides critical accountability and transparency measures to effect procedural justice and maintain public trust. In part, complainants are assured that their concerns are heard, investigated, and, when applicable, addressed with progressive discipline. Reply Letters are used by the Department to provide closure to complainants by informing them that their complaints have been completed, as well as the adjudication of the allegations.

The purpose of this Notice is to introduce revisions to the Department's Reply Letter exemplars located on the Local Area Network (LAN). These changes include providing an overview of the extensive efforts involved in completing a complaint investigation, updating the description of the review process, and modernizing terminology used throughout the letters.

The most current versions of Reply Letter exemplars are located on the LAN, under 'Forms and Exemplars' for Professional Standards Bureau. Employees shall ensure that outgoing Reply Letters use the current exemplar format from the LAN to ensure accurate, consistent information is delivered to complainants.

Any questions about this Notice or Reply Letter exemplars should be directed to the Support Section, Professional Standards Bureau, at (213) 996-2986.



MICHAEL P. RIMKUNAS, Deputy Chief
Commanding Officer
Professional Standards Bureau

APPROVED:



DANIEL RANDOLPH, Deputy Chief
Chief of Staff
Office of the Chief of Police

Distribution "D"