

**Los Angeles Police Department  
Internal Affairs Investigation  
1850-32100  
Expanded Course Outline**

**Instructional Goal:** This course is focused on experienced supervisors who are beginning an assignment in internal affairs or as a complaint investigator at a divisional level for the LAPD or any other California agency. The course is designed to prepare internal affairs investigators and station or agency personnel complaint investigators to work successfully in the complaint investigation environment.

**Performance Objectives:**

- Administrative law for personnel complaints
- Preliminary investigations
- Investigative strategies
- Interview techniques
- Report writing format and style
- Racial Bias Policing
- And familiarize the students with the latest "best practices" thinking in matters of:
- PSB Orientation
- Review and Evaluation Overview
- Adjudication insight

**References:** Instructors, facilitators and training supervisors shall ensure that current references are utilized

## Day 1

**I.       Orientation and Introduction (1 Hour)**

Introduction

- A.       Orientation to the class environment
  - B.       Overview of the course
    - 1.       Review course schedule and learning blocks
  - C.       Misconduct
    - 2.       Provide a definition and discuss how it comes to the Department's attention
  - D.       Criminal and Administrative Investigations
    - 1.       Discuss the differences in approach
  - E.       Investigative Responsibilities
    - 1.       Discuss the cases that IAD investigates when fully staffed
  - F.       Units Within Internal Affairs
- Criminal Complaint Unit (CCU)
- 1.       Workplace Investigations Section (WIS)
  - 2.       Review and Evaluation Unit (R&E)
  - 3.       Advocates
  - 4.       Special Operations Division (SOD)
  - 5.       Annual complaint statistics for LAPD

**Los Angeles Police Department  
Internal Affairs Investigation  
1850-32100  
Expanded Course Outline**

**II. Complaint Intakes (1 Hour)**

Utilizing a PowerPoint presentation in this one-hour block of instruction, students will learn about the Complaint Intake process.

- A. Different type of complaints intakes. IE In-person, over phone, and emails.
- B. Strategies to De-escalate complainants
- C. Department Policy

**III. Complaint Strategies and Procedures (1 Hour)**

This class follows on from preliminary investigations and is a complete, step-by-step study on how to complete an investigation. It uses a combination of power point, open discussion, and a review of exemplars.

1. Review of a completed preliminary investigation from the prior hour's complaint
2. Critical analysis – developing strategies – how to start – where to start
3. Setting goals and establishing priorities
4. Complaint policy – who handles what and why
5. Where to go – how to find out – who does what
6. Computer research aids in investigations
7. Re-canvassing the scene – why and how
8. Expansion of medical treatment procedures
9. Photos as evidence and photo lineups
10. Re-emphasis: the importance of chronological logs
11. Review and proper use of investigative forms

**IV. Complaint Interview Techniques (2 Hours)**

During this period of instruction, one team of two from each table will interview a witness or the accused officer's partner. The second team will interview the accused officer in their case. At the end of the day, each group will have interviewed two to three people, depending on the scenario, and everyone in the room will have participated as an investigator or as a partner officer.

**Los Angeles Police Department  
Internal Affairs Investigation  
1850-32100  
Expanded Course Outline**

**V. Administrative Law and Policy (1.5Hours)**

Taught as a PowerPoint presentation combined with an interactive discussion of the material and job aids (handouts).

- A. Government Code 3300-3313
  - 1. California Peace Officer's Bill of Rights
- B. California and U.S. Administrative case law for personnel investigations
  - 2. Lybarger v. Los Angeles and Garrity v. New Jersey
    - a. Los Angeles City Charter Section 1070
- C. L. A. City agencies
- D. Department complaint policy
  - 1. LAPD Manual Section 1/220.05 In the Academy, officers are trained on the authorized uses of the beanbag shotgun. Every two years, officers receive additional general training on the Use of Force policy. Every use of the Beanbag Shotgun is reported on a Use of Force Report or (in the case of no hits) on an Employee's Report. Both reports are reviewed by the officer's chain of command to ensure proper use. If an officer's use is shown to be out of policy, then the officer is subject to disciplinary action. The disciplinary action for misuse could range from an Official Reprimand to termination. and Section 3/810.05

**VI. Case Management and Wellness (0.5 Hour)**

This two-hour instruction block will help investigators learn how to maintain an extensive caseload while maintaining a work-life balance. This will be achieved through lectures and a series of exercises.

- A. Emotional Intelligence
  - 1. Definition
  - 2. External Factors
  - 3. Personal Factors
- B. Strategies to deal with Stress
  - 1. Breathe
  - 2. Fitness
  - 3. Diet
- C. Case Management
  - 1. Deadlines
  - 2. Technology
  - 3. Accountability
  - 4. Communication

**Los Angeles Police Department  
Internal Affairs Investigation  
1850-32100  
Expanded Course Outline**

## **Day 2**

**VII. PSB Overview & Insight (1 Hour)**

This class is an explanation of PSB procedures. It essentially "de-mystifies" PSB and gives the student valuable information about where to go or whom to call at PSB headquarters building to get what they need.

1. Overview of PSB functions
2. New complaints – ARS and Classifications
3. Complaint review – R&E procedures
4. Tracking your complaint through the system
5. Concepts of adjudication policy and military endorsements
6. List of the Top Ten technical problems found in recently completed reports.

**VIII. CMS/Report Writing Format & Style (1 Hour)**

This class involves logging into the Complaint Management System and preparing a complete investigation for submission.

1. Assembling the addenda and other evidence
2. Completing the Statistical sheet and the chronological log
3. Finishing and submitting the investigation

**IX. Discipline Process and Boards of Rights (2 Hours)**

This block addresses how the discipline system operates. The focus of this period of instruction is to provide an overview of the discipline process from beginning to end.

- A. Purpose of Discipline
- B. Misconduct Defined
- C. Police Officer Bill of Rights
- D. Skelly
- E. Admin Appeals.

**X. SB 2 (1 Hour)**

Utilizing a PowerPoint presentation in this one-hour block of instruction, students will learn about

- A. The role of CA POST as a licensing agency
- B. Types of serious misconduct
- C. Reporting requirements for new complaints/allegations, civil action, sustained findings of serious misconduct, and close-outs
- D. The decertification processes.

**Los Angeles Police Department  
Internal Affairs Investigation  
1850-32100  
Expanded Course Outline**

**XI. Personnel Searches and Warrants (SOD) (1 Hour)**

Utilizing a PowerPoint presentation in this one-hour block of instruction, students will learn about searches, warrants, and Internal Affairs call-outs.

**A. Personnel Searches**

1. Define the two categories; Administrative and Incident to Arrest
2. Voluntary Searches
3. Involuntary Searches
3. Search Warrants
4. Department-Owned Storage Space

**B. Call Outs**

1. Preparation
2. Equipment
3. Investigation

**XII. Bias Policing (2 Hours)**

This block of instruction uses a combination of video presentations, power point, open discussion, and review of exemplars.

A. This two-hour block of instruction focuses upon:

1. The impact of racial profiling on law enforcement and the community
2. The definition of and recognizing the significance of racial profiling
3. The student's understanding of racial profiling and their ability to recognize racial profiling incidents
4. The student's understanding of the Department's policies, procedures, law, and Consent Decree requirements regarding racial profiling investigations.

**Los Angeles Police Department  
Internal Affairs Investigation  
1850-32100  
Expanded Course Outline**

## **Day 3**

**XIII. Report Writing (1.5 Hours)**

This class makes extensive use of exemplars that are analyzed for content, clarity and thoroughness, with an added emphasis on writing style, grammar and spelling.

1. Discussion and analysis of formal (Category I) complaints
2. Discussion and analysis of semi-formal (Category II) complaints
3. Class exercise: Analysis of a poorly written complaint followed by discussion
4. Developing the summary and complaint sections
5. Framing allegations and a practical exercise
6. Paraphrasing interviews: A study of do's and don'ts, using exemplars
7. Investigating officer's notes and witness lists
8. Assembling the addenda and other evidence
9. Completing the Statistical sheet and the chronological log
10. Finishing and submitting the investigation

**XIV. Workplace Discrimination Investigations (1.5 Hours)**

During this hour, an expert in workplace employee grievances and complaints from the Workplace Investigations Unit discusses the special considerations and issues surrounding sexual harassment, retaliation and discrimination complaints involving police personnel.

- A. Panel Discussion
- B. My Voice LA
- C. Investigative Strategies for dealing with workplace investigations.

**XV. Adjudication Insight (2 Hours)**

This block addresses how an adjudicator looks at the subject of discipline. The focus of this hour is that the investigator produces a 'product' for the captain, the 'customer.' Also addressed is the work product that the captain will ultimately sign their name to.

- A. Staff insight on the administration of discipline
- B. How adjudication decisions are made
- C. Adjudicator headaches – what are they, and how you can avoid them
- D. Biased vs. impartial investigations
- E. Decisions regarding guilt vs. decisions regarding penalty
- F. The penalty guide and mitigation of penalties
- G. Applying tests of "heart vs. head mistakes."
- H. Balancing needs of Department, employee, and citizens

**Los Angeles Police Department  
Internal Affairs Investigation  
1850-32100  
Expanded Course Outline**

**XVI. Settlement Unit (1 Hour)**

Utilizing a PowerPoint presentation in this one-hour block of instruction, students will learn about how the Settlement Unit was created and discuss its usefulness.

- A. Going over examples of how settlements are tailored to the employee, (there isn't a one size fits all approach).
- B. When a settlement can be negotiated and how the process is always voluntary.

**XVII. Officer Representation Unit (1 Hour)**

- A. During this hour, an expert from ORS will teach LAPD Policies and procedures as it relates to Police Officer Bill of Rights.

- 1. Police Officer's Rights
  - a. As it relates to Officer Involved Shootings
  - b. Interviews with Internal Affairs.
  - c. Administrative Appeals

**XVIII. Final Examination and Graduation (1 Hour)**

- A. Each student turns in their completed investigation, which the course coordinators review. The completed investigation serves as the student's final exam.
  - 1. Exam