PSF-5.08 - Independent Police Review Division - Internal Affairs Protocols & Procedures - Service Complaint Protocol

INDEPENDENT POLICE REVIEW DIVISION (IPR) - INTERNAL AFFAIRS (IA) - SERVICE COMPLAINT PROTOCOL

Administrative Rules Adopted by Bureau Pursuant to Rule-Making Authority

ARB-PSF-5.08

1. A service complaint is a complaint received from a citizen regarding quality of service or minor rules violations that would not result in discipline. (Portland Police Bureau Manual of Policy and Procedure (330.00)).

2. If the IPR Director believes that a particular complaint may appropriately be resolved as a service complaint, the IPR Director shall refer the complaint to the Internal Affairs Division and make a note of that recommendation.

3. Upon receiving any IPR referral, the IAD Captain or his designee shall independently determine whether a case may appropriately be resolved as a service complaint.

4. If the IPR Director disagrees with the IAD Captain’s categorization of the complaint as a service complaint, then the IPR Director may initiate an independent investigation of the complaint pursuant to PPC Section 3.21.120D.

5. The time limit on resolving all service complaints is ten calendar days (unless the member is unavailable due to vacation, leave, etc.) after assigned to/by the unit or RU manager. (See, PPB Manual of Policy and Procedure “Service Complaints (330.00)).

6. All resolved Service Complaints will be documented in the form of a Service Complaint Resolution Memo. The memo must include the action taken to resolve the complaint. Supervisors will contact the complainant, if possible, to explain how the complaint was handled. A copy of each Service Complaint Resolution Memo will be forwarded to IAD. (Portland Police Bureau Manual of Policy and Procedure Service Complaints (330.00)).

7. Upon receiving the completed complaint log form from the Precinct, IAD shall forward a copy of the complaint log to IPR for its review. The IPR shall close out the complaint with a letter to the complainant, if the complainant’s mailing address is known.

8. No appeal of a service complaint shall be permitted. The CRC shall periodically appoint a workgroup to review a sample of closed service complaints. The workgroup will report its findings to the CRC in a public meeting. The CRC may adopt the workgroup’s report and make recommendations to IPR and IAD for improving the service complaint process. No public comment by the Workgroup shall be permitted without the approval of a majority of the CRC.

HISTORY

Amended and approved by IPR Citizen Review Committee June 21, 2005. Amended to make protocol consistent with IPR practices.
Submitted for inclusion in PPD October 23, 2002.
Originally published as CRC PROTOCOL NO. 02-08, approved by IPR Citizen Review Committee, effective September 3, 2002.