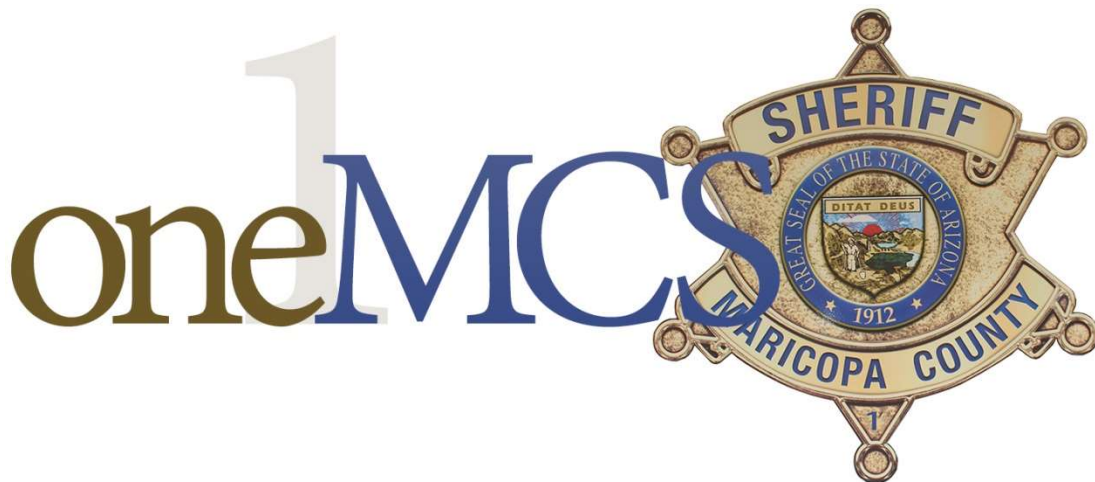


MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight
Audits and Inspections Unit



Complaint Intake Testing Inspection October 2024

Inspection # BI2024-0150

The Bureau of Internal Oversight's (BIO) Audits and Inspections Unit (AIU) conducts Complaint Intake Test inspections on a monthly basis. The purpose of this inspection is to determine employee compliance with Office Policies GH-2, *Internal Investigations*, GI-1, *Radio and Enforcement Communications Procedures*, and GB-2, *Command Responsibility* as they relate to the civilian complaint intake process. To ensure consistent inspections, the *Complaint Intake Testing Matrix* developed by the AIU is utilized.

To achieve this, the AIU will conduct monthly inspections of the complaint intake tests completed by an outside vendor selected by the MCSO for this purpose. This vendor is responsible for having testers file fictitious complaints either in person at MCSO facilities, by telephone, by mail, by e-mail, or by using MCSO's website to determine if MCSO employees process the intake of complaints in accordance with MCSO policy.

The vendor has been issued open Purchase Orders for the Fiscal Year ending June 30th which allows for random and targeted tests to allow MCSO to assess the complaint intake process. The vendor determines the number of tests it will conduct and when and how it will conduct these tests. Additionally, the vendor has submitted testing methodologies and testing paperwork which have been approved by the AIU. These methodologies include the requirement to audio and video record all in-person tests and audio record all telephone tests. The testing vendor will adhere to these methodologies when conducting complaint intake testing for the Office.

Compliance Objectives:

- Are employees providing civilians with appropriate and accurate information about the complaint process?
- Are employees promptly notifying the Professional Standards Bureau (PSB) upon the receipt of a complaint?
- Are employees providing the PSB with accurate and complete information?
- Are employees attempting to discourage, interfere with, or delay civilians from registering a complaint?

Criteria:

MCSO Policy GH-2, *Internal Investigations*

MCSO Policy GI-1, *Radio and Enforcement Communications Procedures*

MCSO Policy GB-2, *Command Responsibility*

Conditions:

AIU began conducting the inspection of Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. The following charts illustrate rolling 6-month histories of compliance with Office Policy. "N/A" indicates a particular type of testing was not performed during that month.

There were two Complaint Intake Tests conducted during the month of October 2024; one was an in-person test and one was a phone test. AIU inspected both complaint intake tests. These tests are discussed in further detail under the applicable report sub-sections below.

In-Person Testing

There was one In-Person Complaint Intake Test conducted during the month of October 2024.

1. TEST #: IP25-04

DISTRICT/DIVISION: District 2/Dispatch

TEST SCENARIO: The tester posed as a male who witnessed a deputy being rude to a homeless person in a parking lot. The tester did not feel this was appropriate behavior for law enforcement.

ACTIONS TAKEN: The tester went to the District 2 office and was able to access the lobby of the office, no one was at the front desk so he rang the bell multiple times and no one from the office came to the window. After approximately 20 minutes of waiting in the lobby with no one coming to the window, the tester called the MCSO number which was answered first by an automated message and then non-emergency dispatch. The tester told the dispatcher that he was at District 2 and wanted to file a complaint and no one was answering the lobby bell. The dispatcher asked for details of the incident and when the tester gave the location she told him that was District 3 and a District 3 sergeant would have to take the complaint. She told the tester she could call someone but did not believe they would come to the District 2 office to take the complaint. The tester again asked if someone at District 2 could come out and take his complaint. The dispatcher said she could call someone and asked for the tester's contact information which he did not want to provide her and said he would call back.

It should be noted that the District 3 office is currently closed as it is being remodeled so the tester could not go to that location to file a complaint.

RESULTS: The Communications Division personnel did not take the complaint or contact an on-duty supervisor. She tried to obtain the complainant's name or contact information, but they would not provide it. They did not email the complaint information to the on-duty supervisor of the district in which the complaint was directed. Also, personnel did not copy the email sent to the on-duty supervisor with the complaint information to the Early Intervention Unit at mcs0.eis@mcs0.maricopa.gov to ensure that the complaints are entered into Blue Team. Policy GI-1.12.D.1.a and b.

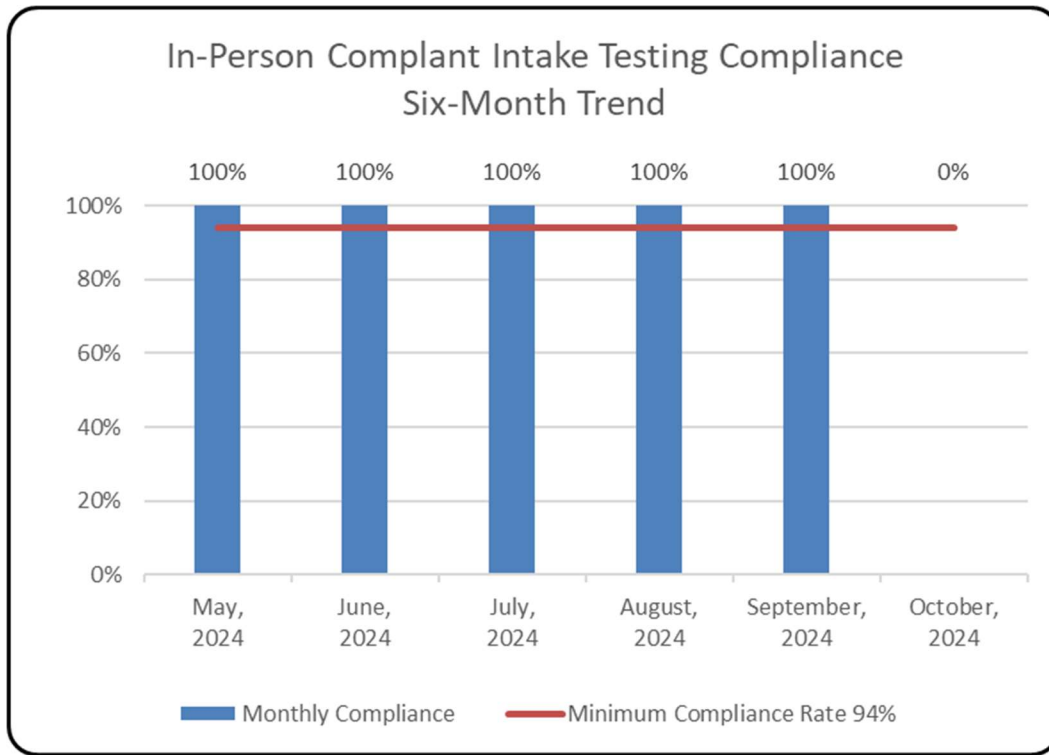
TESTER COMMENTS: N/A

BIO FOLLOW-UP: BIO followed up with the Communications Division through the BIO Action Form process to address the Policy GI-1 requirements that were not met.

It was determined that MCSO employees' compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 0%, as illustrated by the table below:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the complaint was accepted.	1	0	1	0%
Determine if the complaint was taken in a courteous manner.	N/A	N/A	N/A	N/A
Determine if the complaint was referred to the on-duty supervisor.	1	0	1	0%
Determine if the supervisor offered to take the complaint in person.	N/A	N/A	N/A	N/A
If a supervisor was not available, verify that the employee obtained pertinent information and had a supervisor make contact with the complainant as soon as possible.	N/A	N/A	N/A	N/A
Determine if original recordings and documents were attached to BlueTeam or sent via interoffice mail to PSB.	1	0	1	0%
Verify that the complaint was entered into BlueTeam or IAPro.	1	0	1	0%
Determine if the employee attempted to discourage, interfere, or delay the complaint.	1	0	1	0%
If the alleged conduct is of a criminal nature, determine that the chain of command was notified, who then notified PSB.	N/A	N/A	N/A	N/A
Verify that the complaint was audio and/or video recorded.	1	0	1	0%
Determine if the following minimum amount of information was obtained: <ul style="list-style-type: none"> Complainant's name Complainant's contact information Location of the complaint occurrence Report number and deputy name, if known 	1	0	1	0%
Determine if verbal or written acknowledgment was provided that the complaint was received, documented, forwarded for investigation, and that the complainant would be contacted by a department representative.	1	0	1	0%
Determine if the complaint was immediately forwarded to PSB.	1	0	1	0%
Determine if the employee reported accurate information in the complaint.	1	0	1	0%
Overall compliance for In-Person testing	10	0	10	100%

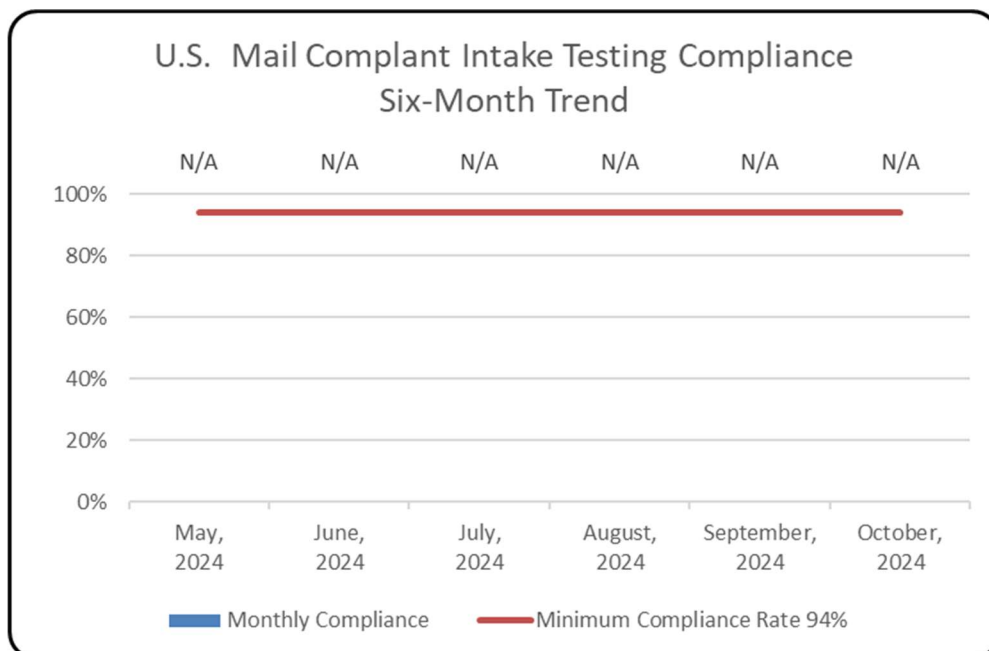
Below is a rolling 6-month historical comparison of compliance for In-Person tests:



Testing by U.S. Mail

There were no Complaint Intake Tests conducted by U.S. Mail during the month of October 2024.

Below is a rolling 6-month historical comparison of compliance for tests conducted by U.S. Mail:



Testing by Telephone

There was one Complaint Intake Test conducted by Telephone during the month of October 2024.

TEST #: RP25-02

DISTRICT/DIVISION: District 1

TEST SCENARIO: The tester posed as a female who was hitchhiking on the I-10 just south of Phoenix. The driver who picked her up was pulled over by a deputy. The driver of the vehicle stated that the deputies in this area are rude and like to pick on minorities. The deputy came to the passenger side to conduct the stop and the driver handed her to paperwork to give to the deputy. The deputy also asked for the passenger's identification, which she declined to give him as it was not necessary. The driver asked why she was pulled over and if it was because she was black and the deputy told her she looked out of place in the area and she did not use her turn signal when she pulled back onto the highway after picking up a hitchhiker. She said the deputy did not give the driver any paperwork regarding the stop and told them he worked in this area and would be watching for her. She asked the driver if she was going to complain and the driver said no as the Sheriff's Office is corrupt and making a complaint wouldn't do anything.

ACTIONS TAKEN: The tester called the District 1 (D1) phone number which was answered by an automated message, the tester pressed 2 to be connected to the district office. A female answered the phone and the tester stated she would like to file a complaint. D1 personnel placed the caller on hold, when she returned she asked for the deputy's name and the details of the complaint and then placed her on hold again. The female then came back and said that the complaint would be taken by the Lieutenant. The Lieutenant then came on the phone to take the complaint and told the caller the process. After the call had ended the Lieutenant found that his Body-Worn camera did not activate so the call was not recorded by MCSO.

RESULTS: The District 1 Lieutenant did not record the phone on his BWC as it did not activate. Policy GH-2.2.B.1.b.(1)(a).

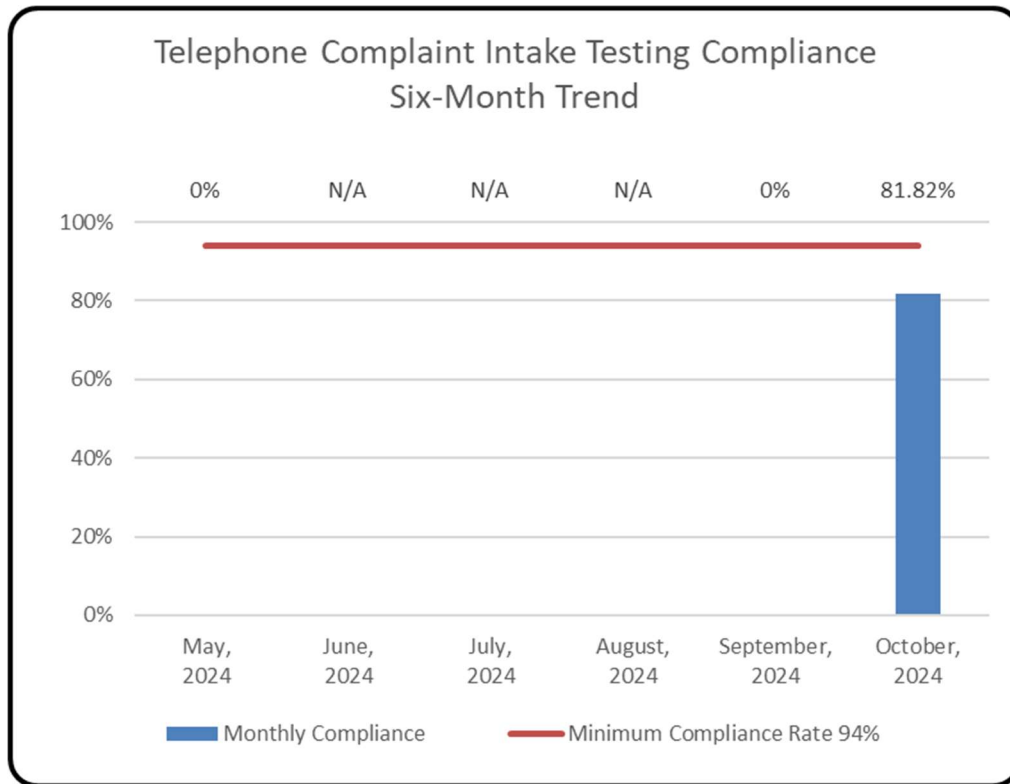
TESTER COMMENTS: N/A.

BIO FOLLOW-UP: BIO followed up with District 1 and the Communications Division through the BIO Action Form process to address the Policy GH-2 requirements that were not met.

It was determined that MCSO employees' compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 81.82%, as illustrated by the table below:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the complaint was accepted.	0	1	1	100%
Determine if the complaint was taken in a courteous manner.	0	1	1	100%
Determine if the complaint was referred to the on-duty supervisor.	0	1	1	100%
Determine if the supervisor offered to meet the complaint in person.	N/A	N/A	N/A	N/A
If a supervisor was not available, verify that the employee obtained pertinent information and had a supervisor make contact with the complainant as soon as possible.	N/A	N/A	N/A	N/A
Determine if original recordings and documents were attached to BlueTeam or sent via interoffice mail to PSB.	1	0	1	0%
Verify that the complaint was entered into BlueTeam or IAPro.	0	1	1	100%
Determine if the employee attempted to discourage, interfere, or delay the complaint.	0	1	1	100%
If the alleged conduct is of a criminal nature, determine that the chain of command was notified, who then notified PSB.	N/A	N/A	N/A	N/A
Verify that the complaint was audio and/or video recorded.	1	0	1	0%
Determine if the following minimum amount of information was obtained: <ul style="list-style-type: none"> Complainant's name Complainant's contact information Location of the complaint occurrence Report number and deputy name, if known 	0	1	1	100%
Determine if verbal or written acknowledgment was provided that the complaint was received, documented, forwarded for investigation, and that the complainant would be contacted by a department representative.	0	1	1	100%
Determine if the complaint was immediately forwarded to PSB.	0	1	1	100%
Determine if the employee reported accurate information in the complaint.	0	1	1	100%
Overall compliance for testing by Telephone	2	9	11	81.82%

Below is a rolling 6-month historical comparison of compliance for tests conducted by Telephone:



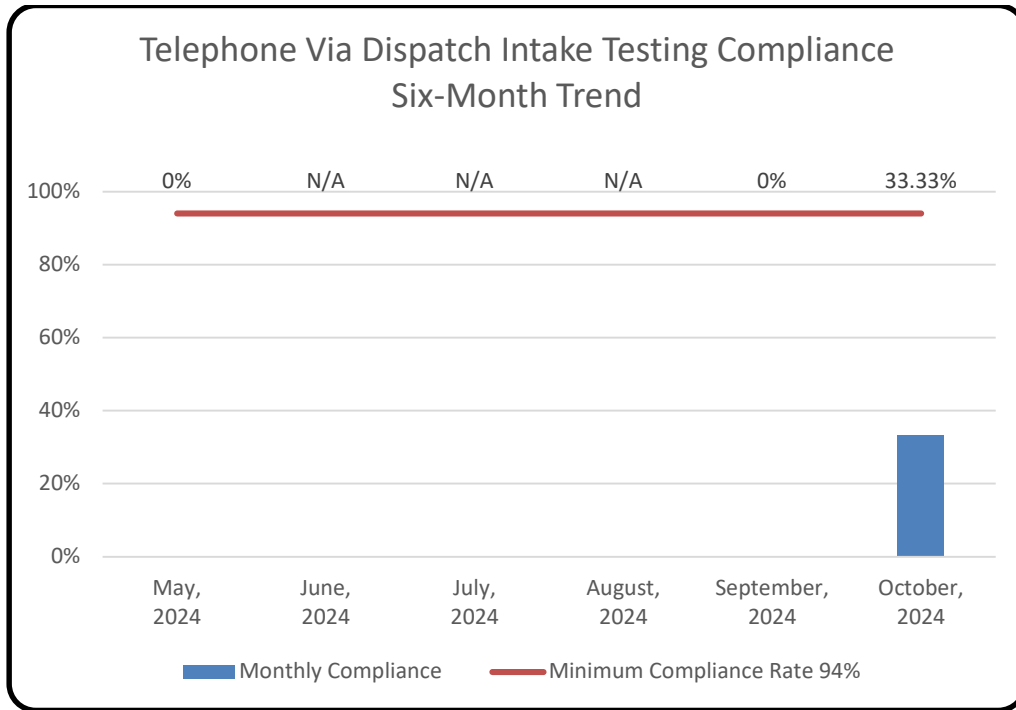
Testing by Telephone via the Communications Division

There was one Complaint Intake Test conducted by Telephone via the Communications Division for the month of October 2024. See the above section titled “In-Person Testing” for the description of IP25-04.

It was determined that MCSO employee compliance with the applicable Office Policy (GI-1, *Radio and Enforcement Communication Procedures*) was 33.33%, as illustrated in the table below:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the employee attempted to gather the complainant’s name and contact info, location of occurrence, report #, and name of deputy, if known.	0	1	1	100%
Determine if the employee immediately verbally contacted the on-duty division/district supervisor and e-mailed info to him/her.	1	0	1	0%
Determine if the employee e-mailed EIU.	1	0	1	0%
Overall compliance for testing by Telephone via Communications Division	2	1	3	33.33%

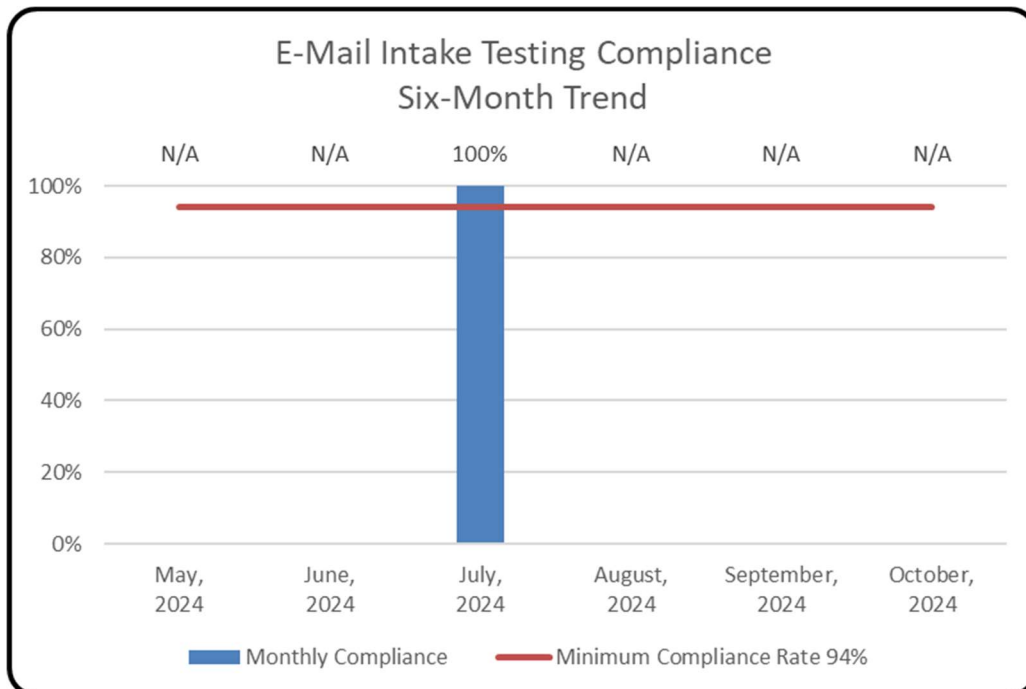
Below is a rolling 6-month historical comparison of compliance for tests conducted by Telephone via the Communications Division:



Testing by E-Mail

There were no Complaint Intake Tests conducted by E-Mail for the month of October 2024.

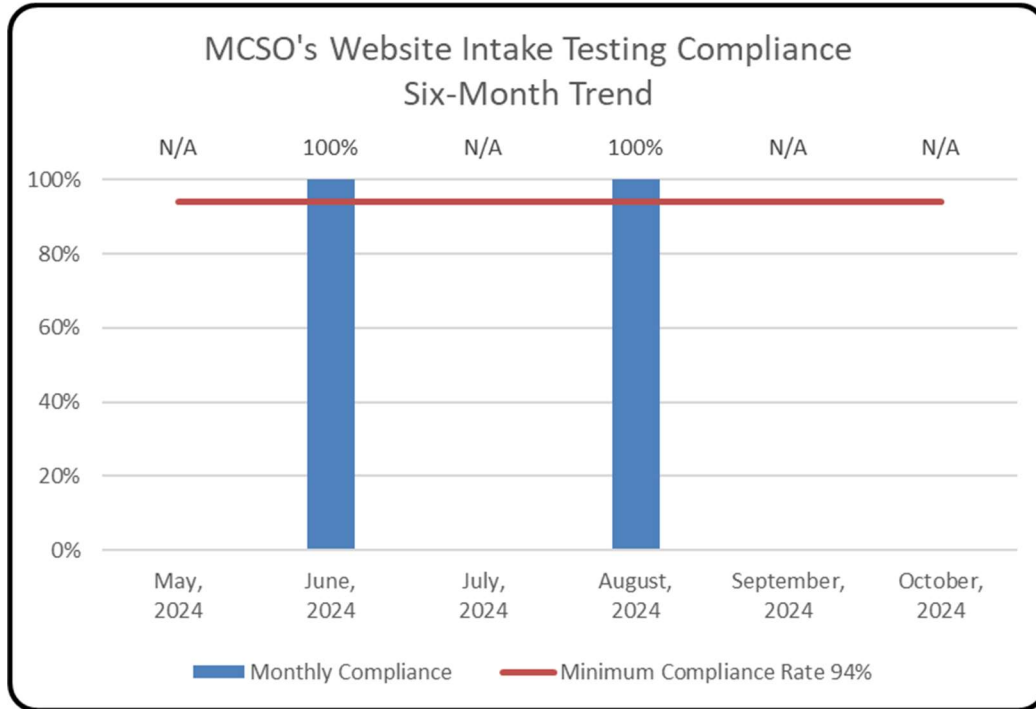
Below is a rolling 6-month historical comparison of compliance for tests conducted by E-mail:



Testing Online via MCSO’s Website

There were no Complaint Intake Tests conducted online during the month of October 2024 using the Office’s website.

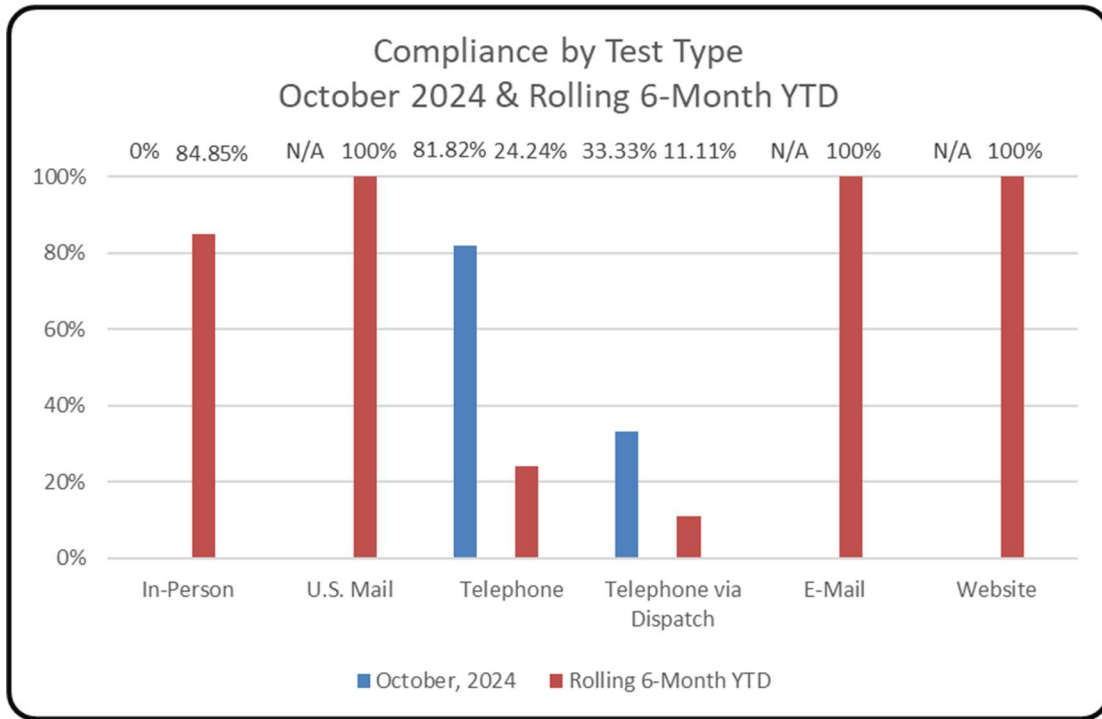
Below is a rolling 6-month historical comparison of compliance for filing a complaint Online:



Overall Compliance for October 2024:

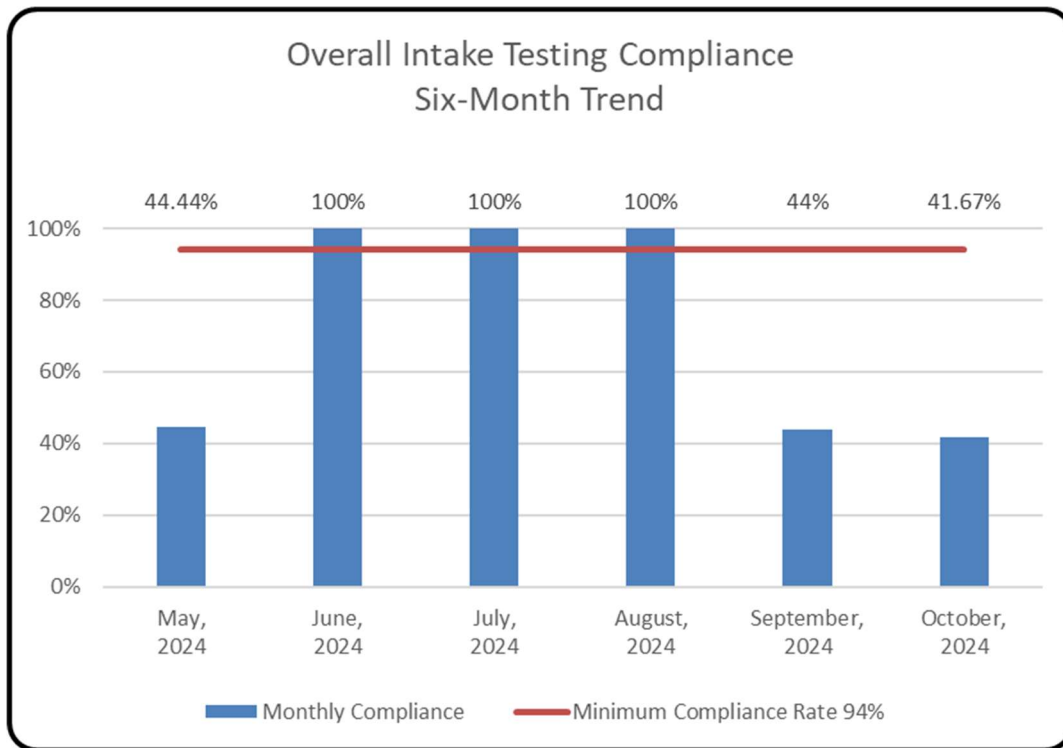
Compliance Rate by Method of Testing October 2024	Compliance Rate
Tests conducted In Person	0%
Tests conducted by U.S. Mail	N/A
Tests conducted by Telephone	81.82%
Tests conducted via Dispatch	33.33%
Tests conducted via E-mail	N/A
Tests conducted by filing a complaint Online/Website	N/A
Overall Compliance for all Complaint Intake Tests Inspected – October 2024	41.67%

Below is a chart illustrating the compliance rate by type of test conducted for the month of October 2024 as compared with the corresponding 6-month compliance rate:



History of Overall Compliance:

Below is a rolling 6-month historical comparison of compliance for all Complaint Intake Testing:



District 1 (1 BIO Action Form):

Compliance Deficiency

District/Division	Date of Event	Responsible Employee	Current Supervisor	Commander:
District 1	10/29/24	Lieutenant	Captain	Captain
Deficiency				
1. If received by a supervisor and the complainant does not desire personal contact, this shall be documented in the investigative report, and the supervisor shall audio record the interaction (GH-2.2.B.1.b.(1). (a))				

Communications Division (1 BIO Action Form):

Compliance Deficiency

District/Division	Date of Event	Responsible Employee	Current Supervisor	Commander:
Communications	10/29/24	Dispatcher	Emergency Dispatch Supervisor	Manager
Deficiency				
1. The on-duty supervisor of the district was not immediately verbally contacted by Communications. (GI-1.12.D.1) 2. The complaint information was not emailed to the district on-duty supervisor. (GI-1.12.D.1.a) 3. The complaint information was not cc-emailed to the Early Intervention Unit (EIU) at mcsos.eis@mcsos.maricopa.gov . (GI-1.12.D.1 b) ** Employee has one (1) previous BAF for the Complaint Intake Test Inspection (BAF2024-0116)				

Unless noted above in the deficiency table, there were no prior BIO Action Forms similar in nature or supervisor notes addressing the deficiencies.

Action Required:

The compliance rate is **41.67%** for *Inspection BI2024-0150*; **2** BIO Action Forms are requested from the affected divisions. **The forms shall be completed utilizing Blue Team.**

Date Inspection Started: November 04, 2024
Date Completed: November 12, 2024
Timeframe Inspected: October 1 - 31, 2024
Assigned Inspectors: Ronda Jamieson B3178

I have reviewed this inspection report.

Lt Andrew Rankin S1839

Lieutenant A. Rankin S1839
Commander, Audits and Inspections Unit
Bureau of Internal Oversight

12/02/2024

Date