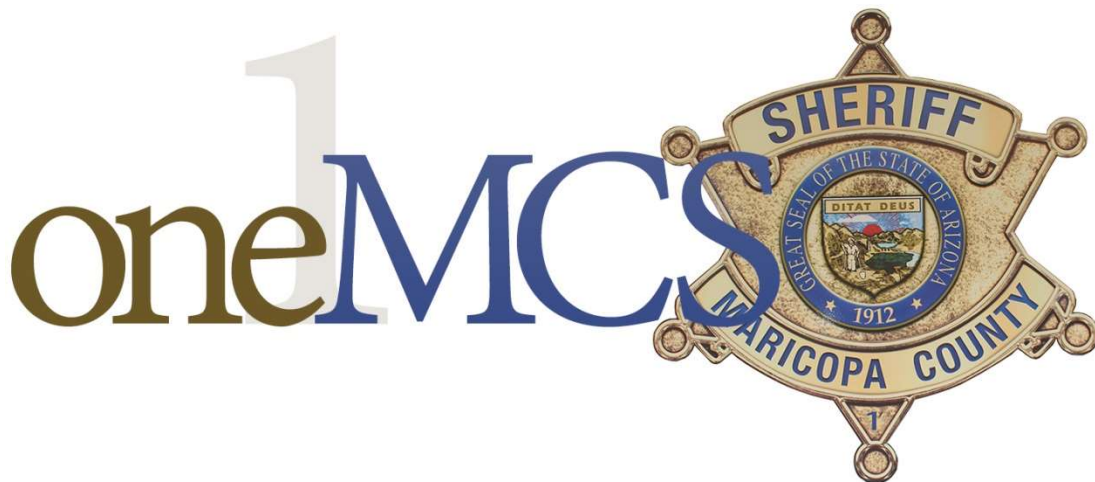


MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight
Audits and Inspections Unit



Complaint Intake Testing Inspection December 2024

Inspection # BI2024-0189

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 December 2024; one was an in-person test and one was an email 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 December 2024.

1. TEST #: IP25-06

DISTRICT/DIVISION: District 4

TEST SCENARIO: The tester posed as a male who witnessed a deputy being rude and unprofessional to a black man during a traffic stop. The tester said he was at a party and his ride left so someone at the party offered to give him a ride home. The driver was a black male in an older pickup truck and they were stopped in Cave Creek. The deputy came to the passenger window and asked for both of their identification which the tester said he declined to provide but handed the deputy the driver's information. The deputy then asked the driver to exit the vehicle. The tester said he could hear the deputy asking the driver what he was doing in the area and that he looked out of place. The deputy asked to search the vehicle which the driver declined. The tester said when the deputy was talking with the driver he was very rude and disrespectful, but when talking to him he was fine. The tester said that the driver said that MCSO is always like that with black and brown people. The tester did not feel this was appropriate behavior for law enforcement.

ACTIONS TAKEN: The tester went to District 4's Cave Creek office, which was closed. The tester then called the dispatch number but did not want to provide the dispatcher with any information so she did not dispatch a sergeant. While dispatch did not dispatch a sergeant this was due to a new tester not providing the necessary information as required by the procedure manual. We are working with our vendor to ensure that new testers know what the requirements are and comply with them.

Before the tester could decide what to do a sergeant from Lakes stopped by the office. The sergeant took the tester's complaint. The interview was audio and video recorded by the sergeant in accordance with Office Policy. At the conclusion of the interview, the sergeant explained the process to the tester, gave him a business card, and told him someone from the Professional Standards Bureau would be in contact with him.

RESULTS: No deficiencies were noted

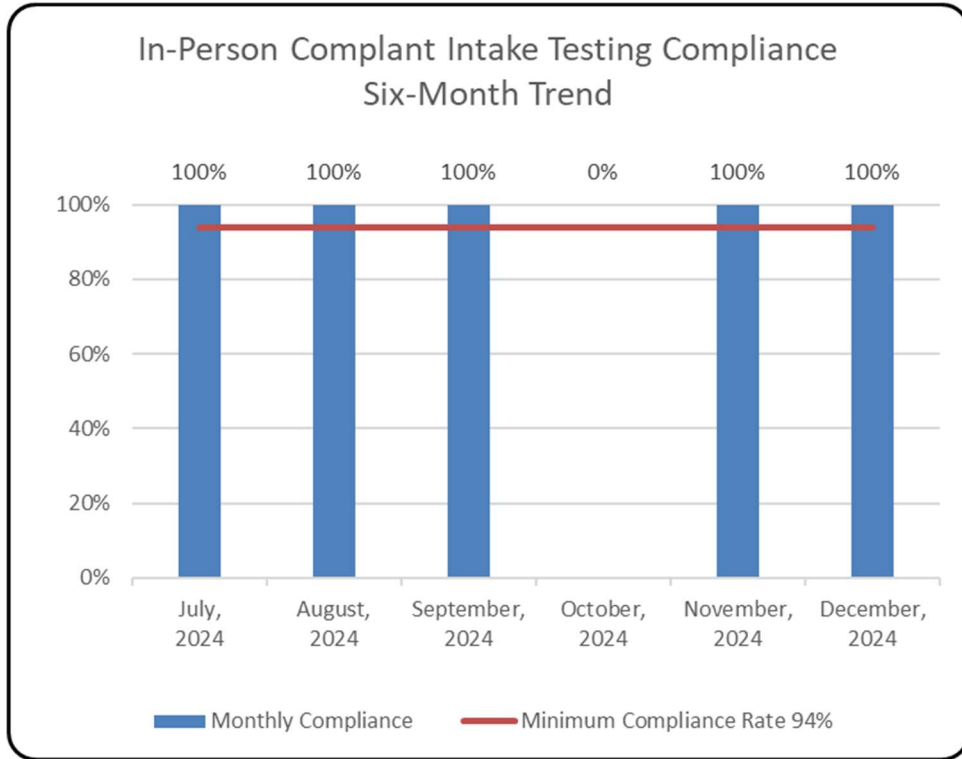
TESTER COMMENTS: N/A

BIO FOLLOW-UP: None required

It was determined that MCSO employees' compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 100%, 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 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 have 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.	0	1	1	100%
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.	0	1	1	100%
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 In-Person testing	0	11	11	100%

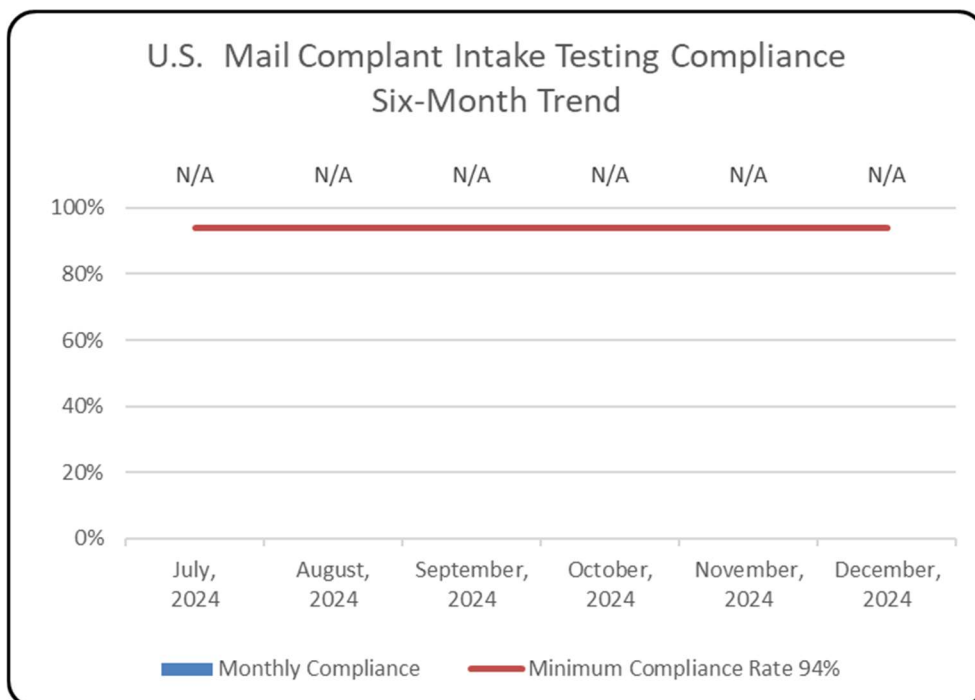
Below is a rolling 6-month historical comparison of compliance for In-Person tests:



Testing by U.S. Mail

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

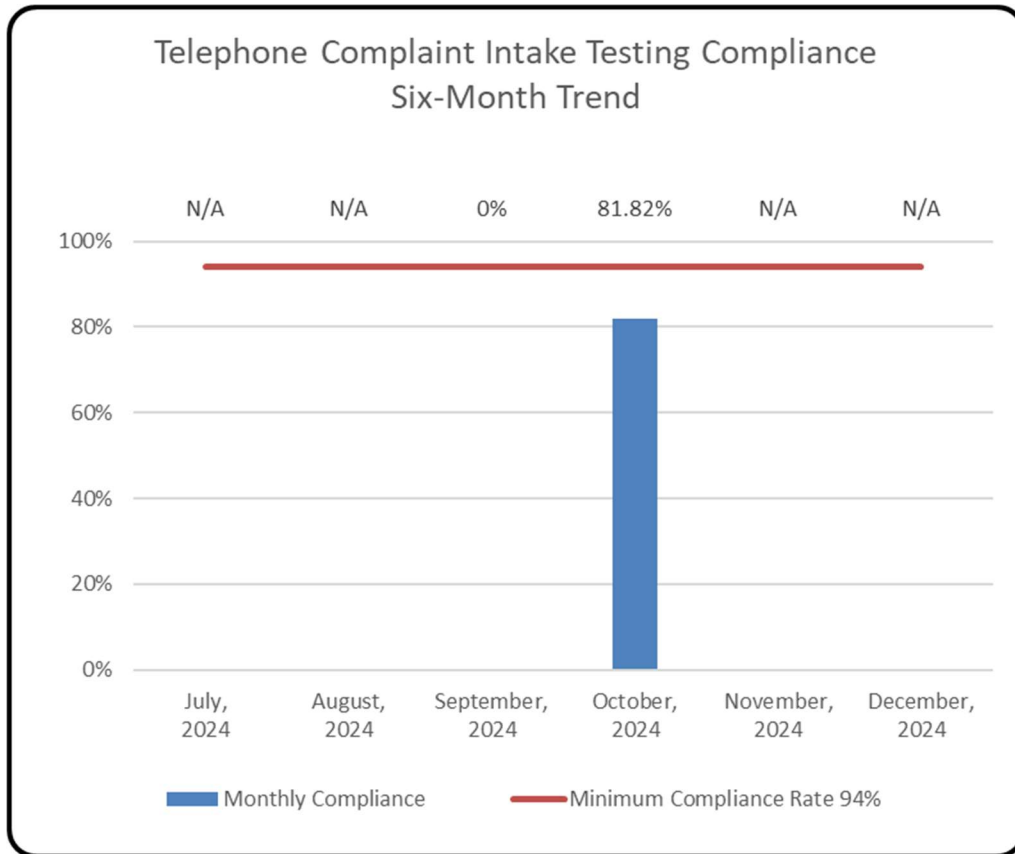
Below is a rolling 6-month historical comparison of compliance for tests conducted by U.S. Mail:



Testing by Telephone

There were no Complaint Intake Tests conducted by Telephone during the month of December 2024.

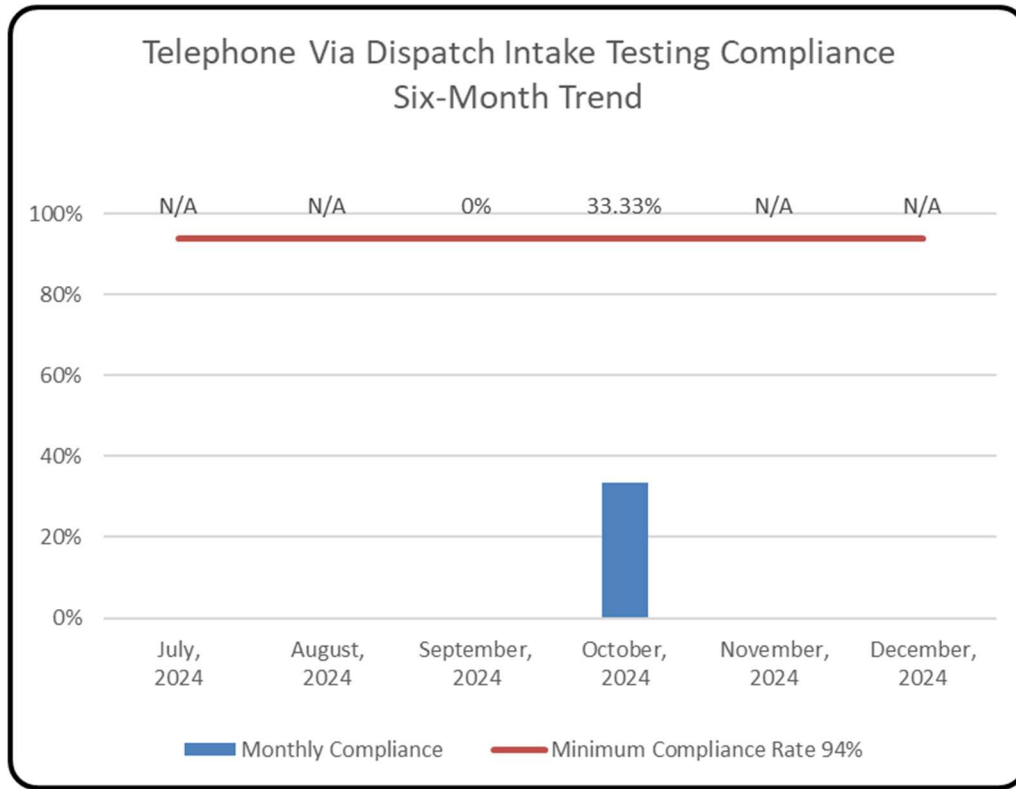
Below is a rolling 12-month historical comparison of compliance for tests conducted by Telephone:



Testing by Telephone via the Communications Division

There were no Complaint Intake Tests conducted by Telephone via the Communications Division during the month of December 2024.

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



Testing by E-Mail

There was one Complaint Intake Test conducted by email during the month of December 2024.

TEST #: RE25-02

DISTRICT/DIVISION: District 7/PSB

TEST SCENARIO: The tester posed as a male who was driving past an accident scene and asked the deputy what had happened. He said the deputy told him it was none of his f*** business, and to not be dumb and block traffic. He said the deputy then threw a road flare at his vehicle. He felt the deputy’s behavior was rude and unprofessional.

ACTIONS TAKEN: The tester emailed PSB directly. The complaint was entered into Blue Team as required.

RESULTS: No deficiencies were noted

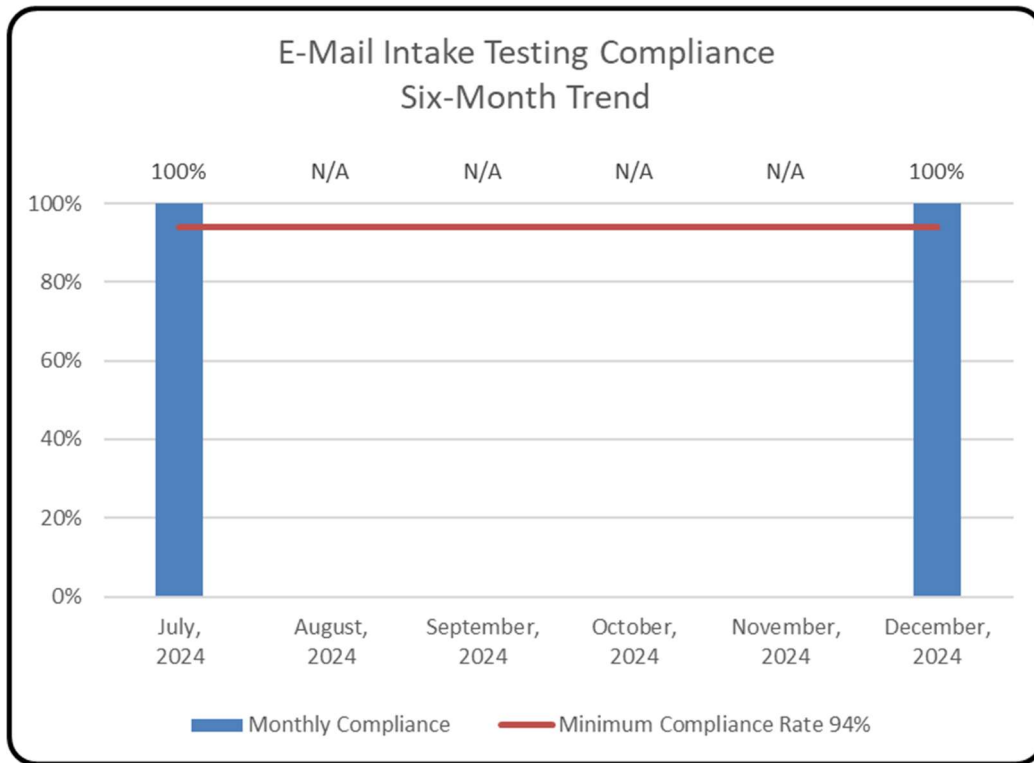
TESTER COMMENTS: N/A.

BIO FOLLOW-UP: None Required

It was determined that MCSO employees’ compliance with the applicable Office Policy (GH-2, *Internal Investigations*) was 100%, 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.	N/A	N/A	N/A	N/A
Determine if the complaint was referred to the on-duty supervisor.	N/A	N/A	N/A	N/A
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 have 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.	0	1	1	100%
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.	N/A	N/A	N/A	N/A
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.	N/A	N/A	N/A	N/A
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 Email testing	0	7	7	100%

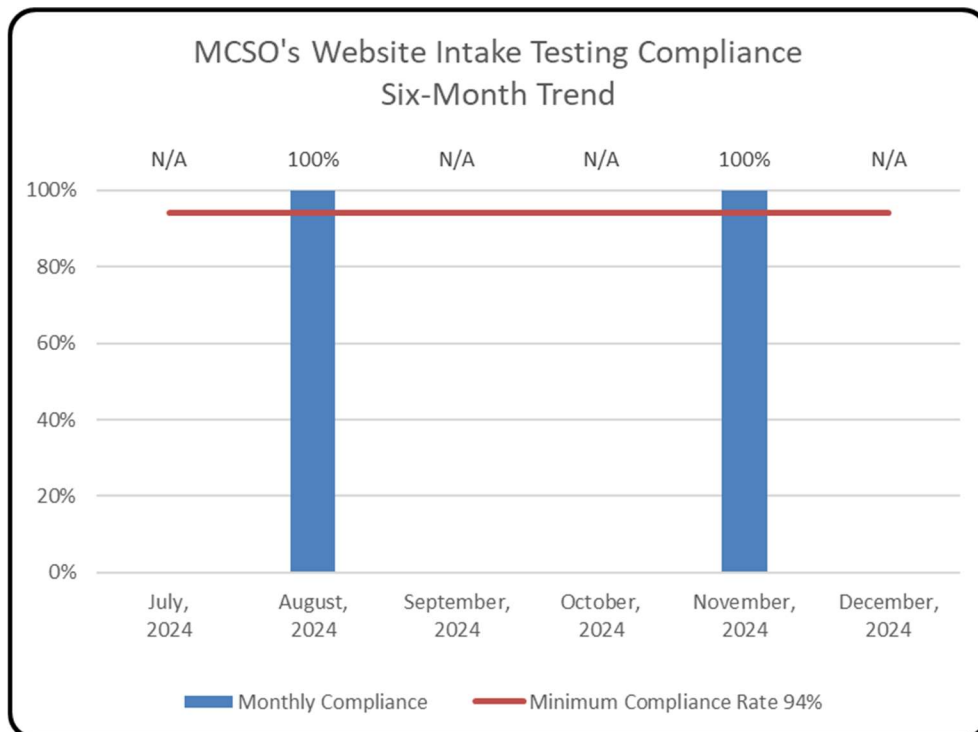
Below is a rolling 6-month historical comparison of compliance for tests conducted by Email:



Testing Online via MCSO's Website

There were no Complaint Intake Tests conducted online for the month of December 2024 using the Office's website.

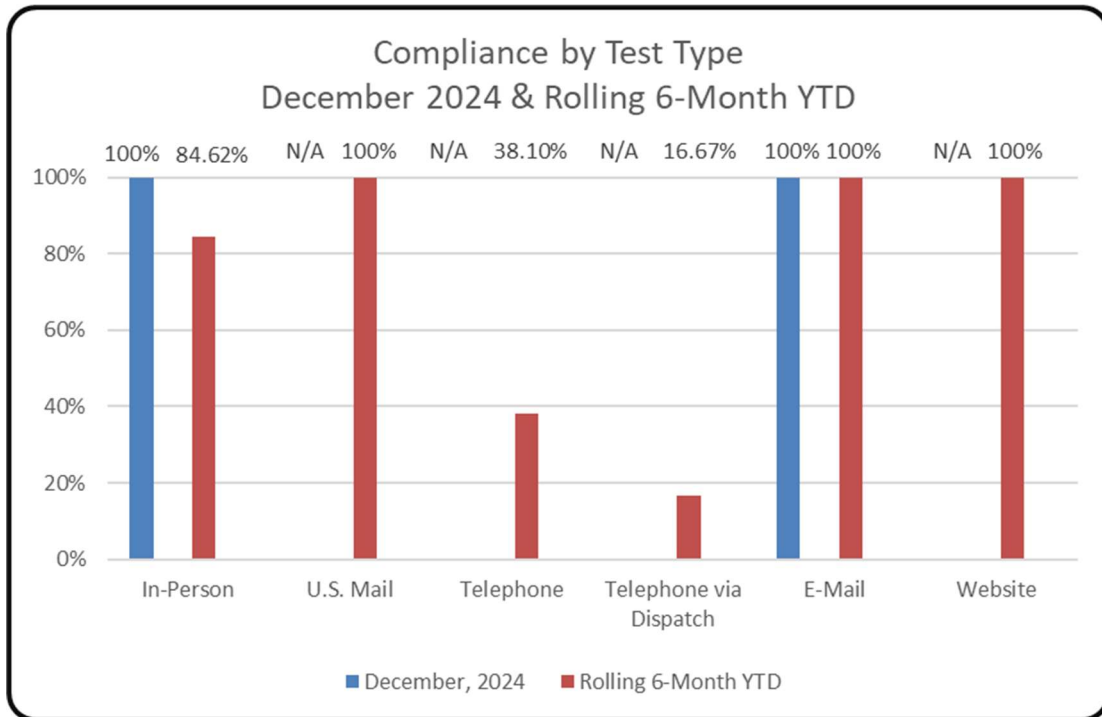
Below is a rolling 6-month historical comparison of compliance for filing a complaint Online:



Overall Compliance for December 2024:

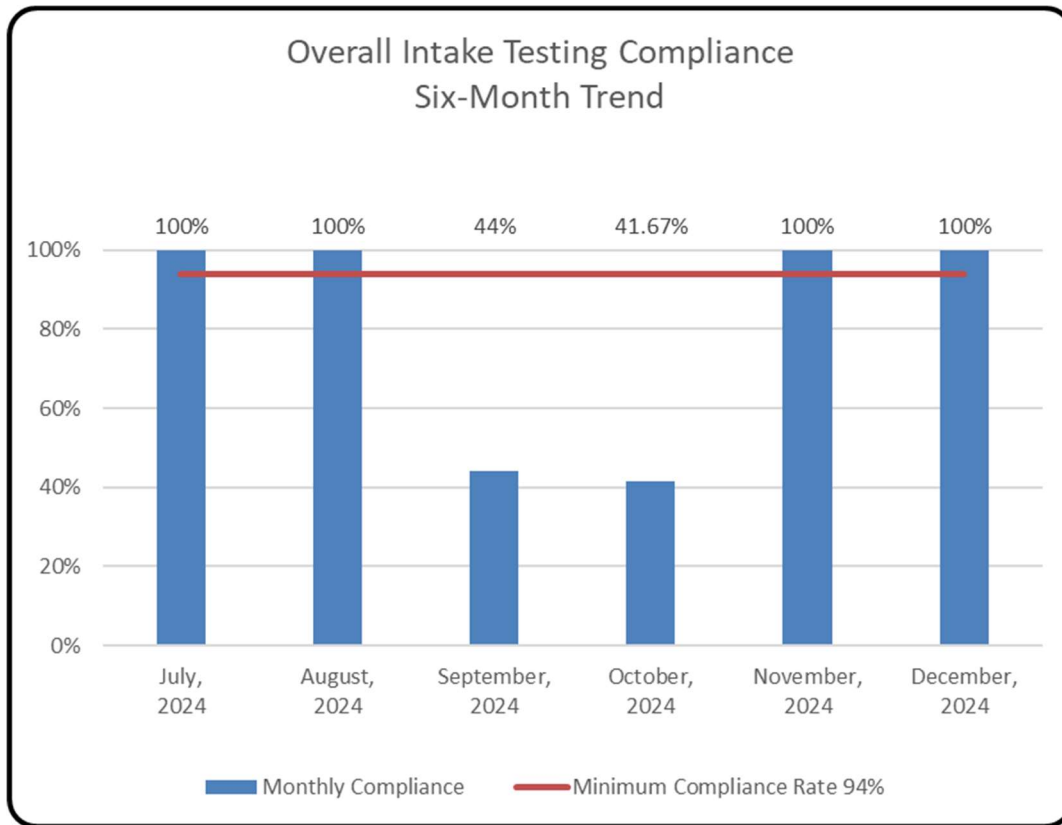
Compliance Rate by Method of Testing December 2024	Compliance Rate
Tests conducted In Person	100%
Tests conducted by U.S. Mail	N/A
Tests conducted by Telephone	N/A
Tests conducted via Dispatch	N/A
Tests conducted via E-mail	100%
Tests conducted by filing a complaint Online/Website	N/A
Overall Compliance for all Complaint Intake Tests Inspected – December 2024	100%

Below is a chart illustrating the compliance rate by type of test conducted for the month of December 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:



There were no deficiencies noted during the inspection period.

Action Required:

The compliance rate is **100%** for *Inspection BI2024-0189*; therefore, **no BIO Action Forms** are requested.

Date Inspection Started: December 30, 2024
 Date Completed: January 14, 2025
 Timeframe Inspected: December 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

01/14/2025

Date