



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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August 26, 2022

ICMS #: 2022-0718

On August 25, 2022, the OPO received a phone complaint.

**The complainant alleges:** Her car broke down and she called for a ride. She was on the phone with her insurance company when officer [REDACTED] arrived. She explained to him her car was broken down and that she was on the phone with her insurance company. The officer told her don't worry about it he would tow it for her to [REDACTED]. She told the officer she wanted to have it towed to her house by her insurance company for free and that she was not sure if her insurance company would cover it being towed to [REDACTED]. The officer told her they do it all the time and that her insurance would cover it. He gave her the slip that the car was being towed to [REDACTED]. She stressed again that she did not think her insurance would cover it. The officer ensured her again that her insurance would cover it. The officer told her to go ahead and leave and he would take care of it, so she left. [REDACTED] told her that her car was reported as abandoned and impounded so now the fee to get it out is \$250. Her car was towed 12 miles away to the tow company when her insurance company could have towed it to her house three miles away for free. Her insurance company will not pay, the car is going to auction, and she has lost out on any resale she could have gotten from the car. She is really upset because the officer gave her the wrong information and she does not understand why. She specifically told him she did not want to use the [REDACTED] company. She thinks the officer was trying to be helpful, but by giving her wrong information he has caused an enormous amount of problems. She was able to scrape up enough money to get another car, but she can't imagine anyone who goes to get their car out of tow and getting charged \$250 when they could have gotten it towed for free with their insurance. It makes her feel like maybe there is some reason the officer had her car towed or if maybe there is a contract between APD and [REDACTED].

*This notice of complaint is a request for Internal Affairs to initiate an investigation to determine if the employee conduct is within compliance of APD policy, Civil Service Rules, and Municipal Civil Service Rules.*