



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

May 20, 2022

ICMS #: 2022-0399

On May 19, 2022, the OPO received a phone complaint.

The complainant alleges: The complaint is about the system that APD has. Someone broke the complainant's car window [REDACTED] ago and officers wouldn't come out to see it. 911 put her on hold, then she was told to call 311, then she was put on hold, then she was told she could make a report and no officers would come out. She needs the report for her insurance. She waited for a week and a half for a call back. When they called she was busy and couldn't make the report. APD could have gotten the person who broke into her car if they had come out. Travis county will come out, why won't APD?

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.