



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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February 11, 2022

ICMS #: 2022-0078

On February 1, 2022 the OPO received a phone complaint.

**The complainant alleges:** He filed a report with APD [REDACTED]. They called back [REDACTED] morning while he was at work and left a message not to call back; they would call him back. APD called him again [REDACTED] [REDACTED] but he was in a meeting and could not take the call. Now he has to start the issue all over again. He called APD and asked to speak to a supervisor but was told it was a civil matter and APD could not do anything. He requested the person on the phone's name and badge number, and she told him she did not have to give him her name and hung up the phone. He has not seen his daughter in a year and a half, even though there is an order in [REDACTED] stating he can see her. When he calls it takes 7-10 days before APD responds, and the call back he gets is not from an officer but from someone from a call center. When his ex violates the order, it is completely overlooked. He would like for someone to take his report. At what point does it become a matter that APD is concerned about?

***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.***