



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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October 28, 2022

ICMS #: 2022-0985

On October 26, 2022, the OPO received an email complaint.

**The complainant alleges:** My name is [REDACTED] and I am the owner of the residential address of [REDACTED], Austin, Tx [REDACTED]. On [REDACTED], I filed a report with Austin 311 for a break in and theft at my above mentioned property for which I was informed that I would be contacted within 12 hours by the Austin Police Department. I never received a call and followed up on [REDACTED] at which time I was told 48 hours, and when I informed the lady I have already waited 48 hours she caught an attitude with me. I called again on yesterday [REDACTED] at which time I was again informed that there is shortage of staff and the APD is backed up with reports. At this point it has been a week and I am no closer to having a report filed or resolving the issue. My APD service request number is [REDACTED]. The slow response is very unacceptable and does not make me feel safe and secure or that my loss and safety is being taken seriously. I am asking that action be taken not only to resolve my situation, but also to fix this issue so that other citizens do not have to deal with these unacceptable conditions.

*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.*