



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

June 3, 2022

ICMS #: 2022-0437

On May 31, 2022, the OPO received an email complaint.

The complainant alleges: The following letter contains a detailed timeline of the true events as they have happened to me. It also contains a clearly expressed concern for the lack of a sense of urgency, professionalism and inadequate communication/response from the APD. I am not only frustrated and disheartened in relation to my own situation and the help I had hoped to receive from APD... but I am also deeply concerned as a member of the citizenry of Austin that we the people are not being taken seriously or protected effectively.

***The pre-context in which the following took place: my ex-husband and I had, less than █ weeks before this, finished a trial by jury in an extremely difficult custody battle. During which he dropped the news that he was moving on his citizenship after 10 years and needed the boy's birth certificates. In █ of █ months after divorce I learned the carefully concealed news that he had cheated on me multiple times throughout the marriage. I informed him I would turn him in for marriage fraud. He then sued me for full custody of our at the time 4 and 7 year old kids in order to frighten me in to not reporting. This is the context for my apprehension for my nervousness about the below phone call about which I am reporting.

1)On █, a █ at █, I received an unexpected phone call from a woman saying she was an USCIS agent. The phone call came from my ex-husband's current cell phone number. He was supposedly there in her office for his citizenship interview and I could hear him talking in the background. The call was 7.5mins long. With my small boys present, I did not have a way to effectively record the call. I was suspicious from the onset, but also nervous to not answer the questions asked. I was the sponsor for his Greencard in █ It in part because of that legal involvement that I wanted to report the call as suspicious. I do not want unintentionally to be part of, nor am I, any scam he is attempting to perpetrate en routes to receiving access to US

2)I spent several hours following the call trying to get anyone, any person in the field of immigration/naturalization/citizenship/benefit fraud or any other official I could find to help me verify whether or not a USCIS worker would have called me in that manner.



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Finally, after no human was reachable in those areas, I called the Office of the Inspector General in wash D.C. where someone did answer. The man let me explain, and then he told me that a government employee of that nature WOULD NEVER call for that type of business on a civilian's phone, on an unrecorded and unofficial line, and they would not have asked me the questions that she did. He told me that I should in fact report it.

3) I went into the police station near [REDACTED] on [REDACTED] to make the report on the [REDACTED] following, [REDACTED]. The lights were off. The woman at the front desk said she could not find anyone to take my report and she said to make it on line. I expressed concern that the report was involving child safety and immigration and she seems totally unconcerned as she explained that it would be several days after filing online that someone would get around to getting the report to the correct department.

4) Later on [REDACTED] I used the APD online reporting system and entered my report. report # [REDACTED]. I took 30 minutes and carefully filled it out to ensure it would be appropriately sorted and would not be cast aside for any form errors on my part.

confirmation of its receipt was given.

5) on [REDACTED] ([REDACTED] days!!!! later) I received an email at this email address, that the report was rejected because it needed more information. I followed the given link and amended it in exactly the requested manner. I used language that was verbatim off of the Inspector general's website describing fraud/impersonating a government official. I resubmitted the report.

6) on [REDACTED], after doing more than I am guessing many people would do effectively file a police report, I received an email that my ammended report was being REJECTED. How discouraging and scary I couldn't help but repeatedly think. I am trying to report something potentially very serious, not something frivolous like "my neighbor took my favorite pool float from my balcony," and I can't even successfully report the occurrence either in person or online.

7) [REDACTED] very late at night I decide I will attempt to make the report via 311. I call. I am given a reference number. I keep my phone on me, with ringer on, for several days straight as to not miss the officer's callback.....and nothing. No return call.

8) [REDACTED] At this point having lost all hope of the police ever protecting the kids in emergency or otherwise, I decide to call 311 back and double/triple check that the error



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was not mine. I called around [REDACTED]. The call taker [REDACTED] indicated that No mistake was made. They HAD STILL NOT OPENED OR ASSIGNED MY REPORT TO AN OFFICER. SHE ENTERED AN UPDATE ON MY BEHALF> and she gave me this email address.

The events described above when read together are either a truly disturbing account of police ambivalence/blaseness towards non emergency reports, or perhaps a result of scaled back department manpower. Either way they are unacceptable. The people of our citizen will be discouraged from, or simple will never attempt, reporting suspicious/ criminal activity if this is what they have to go thru to get the report filed.

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.