



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

March 25, 2022

ICMS #: 2022-0205

On March 21, 2022, the OPO received a phone complaint.

The complainant alleges: The complainant's car was vandalized and because of the damage to the console the report cannot be filed online but had to be filed with 311. She called 311 and filed a report and 311 put in a request for APD to call her back. She missed a call on [REDACTED] and [REDACTED] so she called 311 back to put in another request and was told by 311 she would get a call back within 24 to 48 hours. She never got a call back, so she called 311, and 311 told her APD called on the [REDACTED] and a Spanish-speaking person answered the phone. The complainant does not speak Spanish so APD must have called the wrong number. To date, the complainant has not spoken to APD. She has been trying to get a police report since [REDACTED] and no one has called her back. The complainant is also still waiting for APD to call her back to file a report regarding payroll checks stolen from her mailbox. The complainant states that she is being impacted financially because she is being charged daily by the car dealership and her insurance company will not intervene without a police report, and her employer cannot move forward with a fraud investigation relating to her stolen checks until there is a police report.

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.