



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

October 7, 2022

ICMS #: 2022-0896

On October 6, 2022, the OPO received a phone complaint.

The complainant alleges: She has been trying to file a missing person report for her son since [REDACTED]. The complainant lives in [REDACTED] and her son lives in Austin. Complainant called 911 and waited for APD for 5 hours at her son's home on [REDACTED] and no one responded. She had to leave to pick up her other child. She found out APD responded at [REDACTED] that evening. While she was on the phone with 311, she got a call and clicked over but she missed the call. Basically, she was told she has to wait at his address until APD responds. She is back today [REDACTED] waiting. It should not take [REDACTED] days to file a missing person's report because this is an emergency, and she does not understand why it is not being treated as such.

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.