



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

December 22, 2022

ICMS #: 2022-1139

On December 19, 2022, the OPO received a phone complaint.

The complainant alleges: He was involved in a hit-and-run car accident on [REDACTED]. He called 911 and was told to contact 311 for non-emergency calls. The complainant called 311 and was told an officer would be in touch with him within 48 hours. Twelve days later an officer called and when the complainant swiped his phone to answer the person immediately hung up. He called back immediately and was told they were unable to help him and that he needed to wait for the 2nd call. The second call came through exactly the same way. When he swiped to answer the person immediately hung up. He called back and again he was told he needed to re-open the case because he missed both calls. He did not miss either of the calls. Each time he answered, no one stayed on the phone long enough to give him a reasonable chance to answer the call. He re-submitted the request on [REDACTED] and it is now [REDACTED] and no one has reached out to him. He even left special instructions to call him after work hours because he works at a federal prison, and he is unable to have his phone during the day. No one has reached out to him, and this is completely unacceptable. His insurance company has to have a police report before they can pay him for the damages for the accident that he did not cause. If he does not get the police report, he will have to pay out of pocket. Someone needs to call him back so this can get resolved. This is ridiculous. It has been [REDACTED] days since the time of the accident, and he is yet to speak to an officer.

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.