



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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September 16, 2022

ICMS #: 2022-0796

On September 14, 2022, the OPO received a phone complaint.

**The complainant alleges:** He lives in [REDACTED] but he has a concern for the people of Austin after an incident his girlfriend experienced with APD. His girlfriend moved to Austin to take care of her father who drinks a lot. During the stay, her father grabbed her by her ponytail and banged her head into the wall. She left the house and locked herself in her car to call 911. She then called the complainant, who was on the phone with her until [REDACTED] and the police never responded. During that time, he searched Austin's telephone numbers and the only thing that was not closed was 311. He asked 311 why there was not a non-emergency line to call in Austin because 911 is usually for urgent calls. 311 patched him thru to 911 and the 911 operator said if there was no immediate danger, they would dispatch an officer as soon as they could. He is concerned that there is not a non-emergency number to reach APD. His girlfriend slept in her car that night. She did not want to go back into the apartment, so she checked into a hotel. She wants to leave Austin but needs to get her things from her father's apartment. [REDACTED] days later the police contacted her and told her that they had already spoken to her father. The complainant's concern is that APD talked to the attacker first instead of the victim. Now [REDACTED] days later APD called her to come in for an interview. APD set up a time and met her at the father's apartment to get her things. [REDACTED] they met at her father's house. APD told her the father may have COVID and if she wanted to go in on her own, she could. He understands that the police are trying to be safe, but they could have asked the father to wait outside while they escorted his girlfriend inside to get her things. At this point, the girlfriend has still not been able to get her things and she is trying to leave town [REDACTED] [REDACTED]. The complainant does not understand why she was put in that position to face her attacker without APD. The complainant is concerned that the situation was handled very badly by APD.

*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.*



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