



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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October 14, 2022

ICMS #: 2022-0932

On October 13, 2022, the OPO received an online complaint.

**The complainant alleges:** I am [REDACTED], Corporate Security Manager for all of [REDACTED] properties. I spoke with manager [REDACTED] on [REDACTED]. He advised that he called the police (at my direction) and asked them to come to the bank due to an irate customer. The customer was upset due to a transaction on the ATM. The customer made several threats to the employees and threats to do damage to the bank. When an officer arrived (to my knowledge), the officer did not engage the irate customer. The manager asked the officer why they didn't engage and the officer advised something similar to the customer didn't have a weapon / looked like it was calm. From my conversation with the manager, it appeared that the officer did not want to take a report and was not helpful, until the officer was called back to the scene due to the irate customer returning and making more threats. The bank wanted the person to be issued a criminal trespass warning/or be advised to not return, but the officer said that could only happen if the manager and the irate customer and the police were all in the same place. I would think a review of the interaction would not take long (I'm assuming body cams are worn and recording when interactions occur). Bank [REDACTED] shared/ or attempted to share images of the irate customer with the officer, but I do not think we were successful. I believe the officer did take the license plate number, unknown what was done with that information. The report number is [REDACTED] and the officer was [REDACTED]. I would like to know if the officer's actions were correct yesterday and if they meet the standards and policies of APD. I can be contacted at [REDACTED].

***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.***