



## OFFICE OF POLICE OVERSIGHT

### NOTICE OF COMPLAINT

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February 11, 2022

ICMS #: 2022-0079

On February 1, 2022 the OPO received an online complaint.

**The complainant alleges:** I am the Victim of a Hit and Run, On [REDACTED], We were taking the [REDACTED] cut off when an idiot plowed into the back of us. He fled the scene, I followed procedure and tried to place my report through the Ireportaustin.com but the website did not have the model of my vehicle which is a Chevrolet Traverse, so speaking with 311 I was told that I would have to place my request for a case number there, which I did, I have waited since [REDACTED] [REDACTED] for a response and got nothing until [REDACTED] in which I had missed a private# call and then a second, I did not have a chance to listen to my voicemail until after that 2nd call was made by then that officer or whoever was on the other end of the line spoke so fast that I had to listen to my voice mail twice at that point he said that he was closing my case and I would have to start all over again, first of all No one informed me that the call would come from a private or blocked number, had I been informed I would have picked up the 2nd call, secondly how can you cancel my request after I have been waiting this long, and to top it off the "website" does not have a Traverse as a choice.

***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.***