



## NOTICE OF FORMAL COMPLAINT

ICMS #: 2021-0673

July 14, 2021

**Complaint:** The complainant alleges she called into 311 to get more information about who she could speak to about an accident [REDACTED] that took place involving her son, 311 provided the phone number [REDACTED] for her to call to get help from APD. When she called Officer [REDACTED] answered and was very rude, disrespectful, and arrogant with her. She asked the officer to provide his first name and he kept telling her officer [REDACTED] instead of providing that information, she asked him if he could provide her information to contact the [REDACTED] [REDACTED] or his [REDACTED] to get some help he would not provide her with that information or any direct answers for her questions. She asked for his supervisor's name since he was being rude to her and he told her Officer [REDACTED] was the name but wouldn't give her first name either. She also asked Officer [REDACTED] what his position was, and he told her he was a PIO, she is not sure if that is accurate information or not. She stated that she holds a certain amount of respect for those she speaks with and would like the same in return but wasn't provided that during this instance.

*This notice of formal 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.*

**Recommended Administrative Policies to Review (to include but not limited to):**

**301.2 IMPARTIAL ATTITUDE AND COURTESY**

Employees shall provide equal and fair protection of all rights under local, state, and federal law for all members of the community. Law enforcement will be conducted in an impartial and equitable manner.

In an effort to create an organizational culture that is inclusive and nondiscriminatory, employees shall act professionally, treat all persons fairly and equally, and strive to interact with the community in a positive manner. Employees will perform all duties objectively and without regard to personal feelings, animosities, friendships, financial status, occupation or employment status, sex, disability status, housing status, mental health or ability, citizenship, language, national origin, creed, color, race, religion, age, political beliefs, sexual orientation, gender identity, gender expression, ethnicity, or social or ethnic background. Employees will endeavor to understand and respect cultural, national, racial, religious, physical, mental, and other differences.

**Recommended Classification:** *The OPO is permitted to make a preliminary recommendation on the classification of administrative cases.*

***The OPO recommends this complaint receive a B classification.***