



OFFICE OF THE CHIEF INVESTIGATOR

CITIZEN COMPLAINT REPORT

Presented by

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INTERIM SECRETARY TO THE BOARD

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INTERIM CHIEF INVESTIGATOR

OCI YEAR TO DATE

FEBRUARY 2022			YTD 2022	
Total Number of Cases under investigation at that time	1019		Total Number of Cases Currently under Investigation	990
Total number of Backlogged Cases	766		Total number of Backlogged Cases	779

Note:	
Total Number of Backlogged Cases 2022	220
Total Number of Backlogged Cases 2021	545
Total Number of Backlogged Cases 2020	14

OCI CCRs RECEIVED AND CLOSED 2022

CCRs	February	March	April	May	June	as of 7/19/2022
Received 2022	115	120	83	114	112	50
Closed 2022	111	129	83	73	86	137
Pending Investigations	1019	1010	1009	1051	1075	990
> 90 Days	766	753	761	812	853	779

Office of the Chief Investigator

Mission statement

The mission of the Office of the Chief Investigator (OCI) is to **fairly, effectively and objectively** receive, investigate and make recommendations regarding complaints concerning the Detroit Police Department and its personnel. It is the goal of the OCI to assist in improving the quality of law enforcement services by instilling citizen confidence in the integrity of the Detroit Police Department.

OCI CURRENT EVALUATION PROCESS

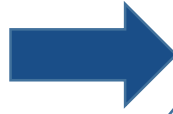
STEP 1

EVALUATION

Triage complaints into service/customer service and alleged police misconduct

For example, no one returned my call; another example, a scout car never came to give a report about a break-in for my insurance, etc.

To be clear, these should be separated out to resolve immediately



STEP 2

CASE STATUS

Ensure an accurate and transparent format to show case status from intake to final letter to complainant. The format will show each stage of complaint and investigation process including closures of Current and Backlog Cases



STEP 3

RESOLUTION

Engage in continuous improvement of OCI Complaint Investigation Process for effective and efficient 21st Century Civilian Oversight measures to focus investigations on police misconduct

Office of the Chief Investigator

Mission statement

- Our Review and Evaluation of the Citizen (Customer or Constituent) Complaint investigation Process has led to the following engagement of continuous improvement of OCI to align with efficient and effective methods:
 - Resolution-Based Focus – Resolution
 - Clear, accurate reporting – Reporting
 - Timeliness - Timeliness

CITIZEN COMPLAINT INVESTIGATION PROCESS

**Intake Process – Citizen
Files a Complaint**

**Evaluate and triage
complaints into
service/customer service
and alleged police
misconduct**

**Service Complaints -
Mediation option
Misconduct Allegations –
Elevated to Full
Investigation**

**The complainant is notified
via US Mail in a letter that
includes the Complaint
number and the Assigned
Investigator Contact
Information**

**Investigative Process – 90
Day timeline to Complete**

CITIZEN COMPLAINT INVESTIGATION PROCESS

Areas of Concern identified

- Arrest, Demeanor, Entry, Force, Harassment, Procedure, Property, Search, Service

Investigative Findings identified

- Sustained
- Inconclusive
- Exonerated
- Unfounded
- Recommendations: includes appropriate and/or corrective action, policy recommendations

Administrative Closures

- No Misconduct
- Transfers
- No participation
- DPD Member Separated

Informal Complaint Resolutions

- Service Complaints
- Innocence of Charge

CITIZEN COMPLAINT INVESTIGATION PROCESS

Approval Process

- Investigations are approved by Supervising Investigators, Chief Investigator and the Board of Police Commissioners
- Complainant is notified via US Mail detailing Investigative final areas of concern and findings

BOPC OCI Complaints help determine patterns and trends regarding alleged misconduct and the Board and DPD are able to enhance DPD policy and procedures based on citizen complaint investigations

DPD Disciplinary Administration

- DPD issues Discipline based on OCI's recommendations regarding sustained cases and DPD provides the results to BOPC

BOPC OCI Complaints are also used in civil litigations, risk management and other civilian oversight and public safety measures

DEPARTMENT OF JUSTICE CONSENT DECREE DEFINITIONS

"complaint": "J. The term 'complaint' means an *allegation from any source of any misconduct* by DPD personnel

"misconduct": BB. The term 'misconduct' means *any conduct by a DPD employee that violates DPD policy or the law.*"

U.S. Department of Justice Consent Judgment Use of Force and Arrest and Witness
Detention, Section I Definitions

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HOW TO FILE A POLICE MISCONDUCT COMPLAINT



- ❖ In Person at the
Office of the Chief Investigator
900 Merrill Plaisance
Detroit, MI 48203
- ❖ Phone: (313) 596-2499
- ❖ Fax: (313) 596-2482
- ❖ Online: detroitmi.gov/bopc
- ❖ Any DPD Precinct

THANK YOU!

Any questions?