

WHAT TO EXPECT AFTER COMPLAINT IS FILED WITH OPA

1. An investigator looks into the complaint and completes a preliminary investigation.
2. The Director reviews the initial investigation within 30 days. The Director determines whether the complaint will be best addressed by the employee's supervisor or if the complaint involves potential misconduct that needs to be fully investigated. You will receive a letter or email with this information. You can also check the status of your complaint at any time using the Complaint Tracker on OPA's website.

Supervisor Addresses the Complaint

- If the complaint will be addressed by the employee's supervisor, the OPA Director requires that the supervisor take certain actions to address the incident. Generally, the employee's supervisor contacts the person who filed the complaint to let him/her know that the supervisor has addressed the issues.
- Once the supervisor addresses the issue with the employee, OPA reviews the actions to make sure that everything was done as required. The complaint is then closed.
- The Supervisor Action process can take 45 – 60 days from the date the complaint is filed.

Investigation

- If the complaint requires a full investigation, an investigator will do a full and thorough investigation. This can take 60 - 90 days because the investigator gathers evidence, reviews videos, conducts interviews and writes reports. The investigator spends significant time on each investigation and conducts several investigations at one time.
- After the investigation is completed, the OPA Lieutenant, OPA Captain and OPA Director reviews the investigation. This review process can take up to 45 days because the review is extensive and each person writes reports analyzing the details of the investigation.
- Once the OPA Director determines that the investigation fully addresses all aspects of the complaint and analyzes the case, he determines whether there were policy violations and whether there should be discipline associated with the policy violations.
- If the OPA Director determines that there were policy violations found as a result of the investigation, the OPA Director, the employee's Captain, Bureau Chief, Human Resources Director and a Legal Advisor meet to discuss the case. Sometimes the Deputy Chief of Police and the Chief of Police also attend.
- The Chief of Police makes the final determination as to whether there were policy violations and if there will be discipline imposed. The Chief also makes the final determination as to what the discipline will be if applicable.
- If the OPA Director determines that there were policy violations and the Chief of Police makes the final decision that there were *not* policy violations, the Chief must write a public letter to the Mayor and City Council explaining why the decision was different. This letter would then be posted on OPA's website.
- The full investigation and final decision making can take up to 180 - 200 days.
- At the end of the investigation process, you will receive a letter or email with a summary of the investigation and the results. This document which OPA calls a "Closed Case Summary" is posted on OPA's website without any identifying information. You will not be named in the Summary.