



# SPOKANE POLICE DIVISION

**CRAIG N. MEIDL**  
**CHIEF OF POLICE**

## Closed Case Summary

Complaint Number: C18-042 OPO Number: 18-23

Date of Complaint: 7/2/2018

Allegation: Inadequate Response and Demeanor

Chain of Command Finding: Inquiry

Final Discipline: Not Applicable

### INCIDENT SYNOPSIS

The complainant alleged she had called Crime Check several times in relation to problems with her neighbor without receiving a police response. She also complained of poor demeanor on another occasion when officers responded to her house and had the wrong address.

### COMPLAINT

The complainant's allegations consist of Inadequate Response and Demeanor.

### INVESTIGATION

Internal Affairs reviewed the complainant's three calls to Crime Check and found that in each instance, calls were triaged based on severity and officers responded to higher-priority calls. Internal Affairs interviewed the complainant and explained call triage. The IA Investigator then contacted the precinct captain for the complainant's neighborhood and confirmed that a Neighborhood Resource Officer would be in touch with the complainant to hear her concerns.

As far as officer demeanor when knocking on her door for the wrong address, there was no record of any such call of the complainant's address in the Computer-Aided Dispatch system. Internal Affairs asked the complainant to provide more information. That portion of the complaint is suspended pending further information that may assist SPD in locating the incident.

### ANALYSIS AND CONCLUSION

Based on Internal Affairs' review, the lack of police response to her calls was not a matter of misconduct but a result of the necessity to triage calls for service. There were no indications of a violation of policy. The complaint was closed as an inquiry.