Closed Case Summary

Complaint Number:  C18-095  
OPO Number:  18-60

Date of Complaint:  11/6/2018

Allegation:   Demeanor

Chain of Command Finding:  Not Sustained

Final Discipline:  Not Applicable

INCIDENT SYNOPSIS
The complainant had a dispute with her landlord. She called 911 to report that the landlord “charged” at her. She spoke to an officer over the phone. During their conversation, the officer allegedly told the complainant that “if she didn’t calm down”, the officer would “hang up on her”. The officer also allegedly told the complainant that she was “wasting” the officer’s “time”. The officer then allegedly hang up on the complainant.

COMPLAINT
The complainant alleges poor demeanor by the officer based on the aforementioned statements.

INVESTIGATION
The complainant and officer were both interviewed during the internal investigation. The officer maintained that the complainant continually “talked over” the officer, and that the officer warned the complainant that if she continued such behavior, the officer would hang up on her. The officer also clarified that the complainant was told that calling 911 (as opposed to Crime Check) for a not-in-progress crime is a waste of 911’s time. The officer stated the complainant continued to interrupt and talk over the officer, so the officer did hang up on her.

ANALYSIS AND CONCLUSION
It was determined that there is insufficient evidence to sustain the allegations against the officer.