Closed Case Summary

Complaint Number: C19-008
Date of Complaint: 1/31/2019
Allegation: Inadequate Response
Chain of Command Finding: Administratively Suspended
Final Discipline: Not Applicable

INCIDENT SYNOPSIS
A citizen contacted her local Cop Shop to inquire about assistance from a Neighborhood Resource Officer (NRO) about issues in her neighborhood. She received a phone number to call and she called and left messages for the NRO, but never received a call back.

COMPLAINT
The complainant alleges inadequate response on part of the NRO for not calling her back.

INVESTIGATION
Internal Affairs reviewed the incident and recognized the similarity to another complaint wherein it was determined that the citizen was given the wrong number to call. The number called in that case was a general line that the NRO does not monitor. Internal Affairs attempted multiple times to contact the complainant in this complaint to ascertain what phone number she called and other information, but no call back from the complainant was received.

ANALYSIS AND CONCLUSION
As there are questions of the complainant that need to be answered before proceeding with an investigation, and the complainant has not returned phone calls to Internal Affairs, this investigation was administratively suspended until such time the complainant contacts Internal Affairs.