



# SPOKANE POLICE DIVISION

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

## Closed Case Summary

Complaint Number: C19-019 OPO Number: 19-17

Date of Complaint: 3/6/2019

Allegation: Demeanor/Inadequate Response

Chain of Command Finding: Inquiry

Final Discipline: Not Applicable

### INCIDENT SYNOPSIS

The complainant called 911 / Crime Check to request an officer meet her to contact and arrest a person at a prescribed location and time. The time came and no officer was present when she confronted the person and got into an altercation with him.

### COMPLAINT

The complainant alleges an officer should have been present because she requested this service hours in advance. She received a call back from who was later determined to be a Radio Dispatch supervisor. She alleges the supervisor was rude to her.

### INVESTIGATION

Internal Affairs reviewed the incident, including recorded phone calls. The dispatch supervisor was heard telling the complainant that whether an officer is able to respond at the time of her choosing was dependent on the call load at that time, and that he could not predict that. The supervisor's tone throughout the conversation was polite.

### ANALYSIS AND CONCLUSION

This complaint was closed as an inquiry as the question of inadequate response is a matter of call load prioritization and triage. The conversation between the complainant and dispatch supervisor indicated no policy violations.