

<p align="center">BALTIMORE POLICE DEPARTMENT – EDUCATION AND TRAINING SECTION</p> <p align="center">LESSON PLAN</p>		
<p>COURSE TITLE: General Supervisor Training</p> <p>LESSON TITLE: Module 9 - Complaint Intake Process</p>		
<p>New or Revised Course [X] New [] Revised</p> <p>Prepared By: Captain Jodie McFadden Date: 5/27/21</p> <p>Academic Director Approval: Director Gary Cordner Date:</p>		
<p>PARAMETERS</p>	<p>Lesson hours: 1 hour</p> <p>Class size: 20</p> <p>Space needs: Classroom</p>	<p><input type="checkbox"/> Entry-level</p> <p><input checked="" type="checkbox"/> Continuing Education</p> <p><input type="checkbox"/> Other</p>
<p>STUDENT/COURSE PREREQUISITES/QUALIFICATIONS (if any)</p> <p>Students will be Sergeant in rank or higher. Students should have completed the <i>Complaint Intake</i> e-Learning.</p>		
<p>LESSON HISTORY (previous versions, titles if applicable)</p> <p>N/A</p>		
<p>PERFORMANCE OBJECTIVES</p> <ol style="list-style-type: none"> 1. Through a facilitated discussion and given the excerpt of <i>Policy 306</i>, students will be able to explain the intent of BPDs complaint intake process. 2. Through a facilitated discussion, students will be able to identify the importance of BWC, supervisor notification, and documentation in the complaint intake process. 	<p>ASSESSMENT TECHNIQUE</p> <ol style="list-style-type: none"> 1. Facilitated discussion 2. Facilitated discussion 	

3. Given a mind-mapping exercise and scenario, students will identify the steps of the complaint intake process.	3. Mind-Mapping and Role-Playing Scenario
<p align="center">COURSE DESCRIPTION</p> <p>In this course, learners will review the standard operation procedure for the complaint intake process.</p>	
<p align="center">MPCTC OBJECTIVES (if applicable)</p> <p><i>(Include all terminal objectives. Include supporting objectives if they help elaborate what needs to be covered in the lesson. Ensure that all terminal objectives mentioned here are also added to the "Facilitator Notes" column where they are addressed in the lesson.)</i></p>	
<p align="center">INSTRUCTOR MATERIALS</p> <p>Chart paper Markers <i>Module 9: Complaint Intake Process</i> lesson plan <i>Module 9: Complaint Intake Process</i> PowerPoint Kahoot: https://create.kahoot.it/share/complaint-intake-gst/895cf9b2-b8cf-485f-9938-f824fb53ba2b <i>Appendix A: Role Play Scenario</i></p>	
<p align="center">TECHNOLOGY/EQUIPMENT/SUPPLIES NEEDED</p> <p>Computer SmartTV/Smart Screen Speakers Projector</p>	
<p align="center">STUDENT HANDOUTS</p> <p>None</p>	
<p align="center">METHODS/TECHNIQUES</p> <p>PowerPoint, Lecture, Role Play, Mind Map, Technology Check</p>	
<p align="center">REFERENCES</p> <p><i>Policy 306</i></p>	

GENERAL COMMENTS

In preparing to teach this material, the instructor should take into consideration the following comments or suggestions.

- This lesson plan is intended for use with experienced supervisors participating as instructors who have significant teaching and supervisory experiences.

Lesson Plan Checklist (Part 1)


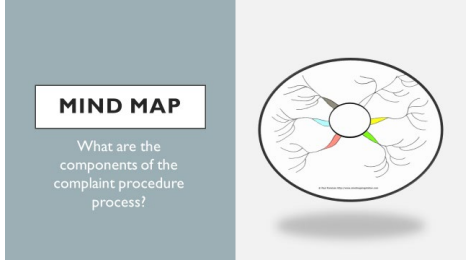
Format	Yes	No	N/A
1. All sections and boxes are completed.	X		
2. Performance objectives are properly worded and included in content.	X		
3. Assessment techniques are aligned with performance objectives.	X		
4. Copies of handouts and other instructional aids (if any) are included.	X		
5. References are appropriate and up-to-date.	X		
6. Instructions to facilitators are in the right-hand column.	X		
7. Content is in the left-hand column.	X		
8. Timing of instructional content and activities is specified.	X		
9. Instructional content and PowerPoint slides are consistent & properly aligned.	X		
10. Student engagement/adult learning techniques are included.	X		
a. Instructional content is not primarily lecture-based.	X		
b. Questions are posed regularly to engage students and ensure material is understood.	X		
c. Case studies, role-playing scenarios, and small group discussions are included where appropriate.	X		
11. Videos are incorporated.		X	
a. Video introductions set forth the basis for showing the video and key points are highlighted in advance for students.		X	
b. Videos underscore relevant training concepts.		X	
c. Videos do not contain crude or offensive language or actions that are gratuitous or unnecessary.		X	
d. Videos portray individuals of diverse demographics in a positive light.		X	
12. Meaningful review/closure is included.	X		
a. Important points are summarized at the end of lesson plan.	X		
b. Assessments are provided to test knowledge of concepts.	X		

Lesson Plan Checklist (Part 2)

Integration	Yes	No	N/A
13. Does the lesson incorporate BPD technology?	X		
14. Does the lesson plan integrate BPD policies?	X		
15. Does the lesson reinforce BPD mission, vision, and values?	X		
16. Does the lesson reinforce the Critical Decision-Making Model?		X	
17. Does the lesson reinforce peer intervention (EPIC)?		X	
18. Does the lesson incorporate community policing principles?		X	
19. Does the lesson incorporate problem solving practices?	X		
20. Does the lesson incorporate procedural justice principles?	X		
21. Does the lesson incorporate fair & impartial policing principles?	X		
22. Does the lesson reinforce de-escalation?		X	
23. Does the lesson reinforce using most effective, least intrusive options?		X	
24. Does the lesson have external partners involved in the development of training?		X	
25. Does the lesson have external partners in the delivery of training?		X	
Subject Matter Expert: Captain Jodie McFadden	Date:		
Curriculum Specialist: Kelsey Dziedzic Dawn Peake Danalee Potter Dawn Peake	5/27/21 11/10/21 5/9/22 5/26/22		
Reviewing Supervisor: Sgt. William Janu	Date:		
Reviewing Commander: Major Loeffler	Date:		

COURSE TITLE: General Supervisor Training

LESSON TITLE: Module 9 - Complaint Intake Process

PRESENTATION GUIDE	FACILITATOR NOTES
<p>I. ANTICIPATORY SET</p> <p>Slide 1 SAY: Hello, my name is _____ and I've been teaching _____ years in the Baltimore Police Department. Today we will be reviewing the complaint intake process for supervisors.</p>	<p>Time: 10 minutes</p> <p>Slide 1</p>  <p>BALTIMORE POLICE DEPARTMENT RECEIVING A POLICE COMPLAINT</p> <p>General Supervisor Training</p>
<p>Slide 2 SAY: Create a mind map answering the following questions: What are the components of the complaint procedure process?</p> <p>Think of the things that come to mind when you handle citizen complaints about police services.</p>	<p>Slide 2</p>  <p>MIND MAP</p> <p>What are the components of the complaint procedure process?</p> <p><i>Allow students five minutes to complete the task. Then have a representative from each group share a response.</i></p> <p>Possible Responses:</p> <ul style="list-style-type: none">• Receiving a complaint• Complainant• Documenting• Investigating• Time

II. INSTRUCTIONAL INPUT (CONTENT)

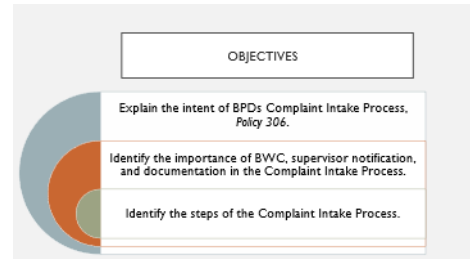
Slide 3

SAY: Let's review today's objectives...

- Explain the intent of BPDs Complaint Intake Process, *Policy 306*.
- Identify the importance of BWC, supervisor notification, and documentation in the Complaint Intake Process.
- Identify the steps of the Complaint Intake Process.

Time: 50 minutes

Slide 3

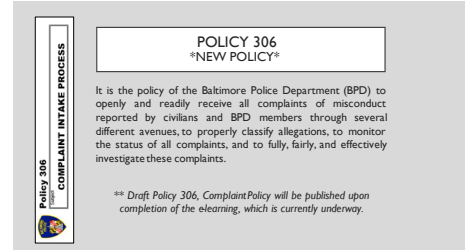


Slide 4

SAY: Pull up the Policy on your devices. With your partner, read through the core principles and decide which one you think is the most important.

ASK: Which of the core principles do you think is the most important and why?

Slide 4



Possible Answer:

- Trust and respect- people won't come to you to begin with if they don't trust you

Slide 5

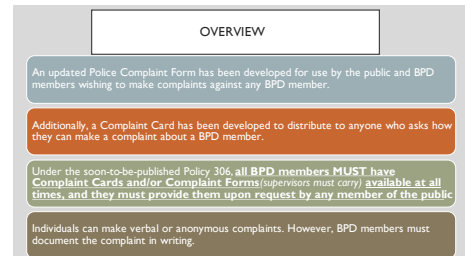
SAY: Take a look at this overview, as I read it aloud.

An updated Police Complaint Form has been developed for use by the public and BPD members wishing to make complaints against any BPD member.

Additionally, a Complaint Card has been developed to distribute to anyone who asks how they can make a complaint about a BPD member.

Under the soon-to-be-published Policy 306, **all BPD members MUST have Complaint Cards and/or Complaint Forms (supervisors must carry) available at all times, and they must provide them upon request by any member of the public.**

Slide 5



SAY: Individuals can make verbal or anonymous complaints. However, BPD members must document the complaint in writing.

Slide 6

SAY: We know that the e-learning has been published, so we want to quickly review the main concepts.

Go to **kahoot.it** to enter the game code and your name in order to become a player.

For this game, you will be playing with the person next to you. So, you only need to share 1 device between the 2 of you.

- Statements will appear in center of screen and then move to the top
- Colored boxes will appear that correlate with the possible answers shown on the screen

Slide 6



Go to kahoot.it

If the following link does not work, have K. Dziedzic share it directly to your Kahoot account.

<https://create.kahoot.it/share/complaint-intake-gst/895cf9b2-b8cf-485f-9938-f824fb53ba2b>

This link has been placed in the PowerPoint notes, if needed.

Slide 7

SAY: Supervisors must educate members to provide information upon request and to carry Unified Complaint Forms or Complaint Cards with them during their tours of duty.

All of these materials are available online in both English and Spanish.

ASK: Who is required to carry these with them?

Slide 7

POLICE COMPLAINT CARD

MAKE A POLICE COMPLAINT IN ANY OF THESE WAYS:

- Visit Any BPD building or talk to any BPD employee
- Call: 410-326-7242 (24/7) or 410-394-3389 (9AM - 4PM, 2025)
- Email: Complaints@baltimorecity.gov | complaints@baltimorecity.gov
- Online: bpd.com/bpdcc/ | bpdcc.baltimorecity.gov
- In person or by mail to:
BPD/IA, 2524 K&A Ave, Baltimore, MD 21218
CMB, 7 E. Redwood St., 9th Floor, Baltimore, MD 21202

Created and distributed by BPD in 2024 under 12 days of training & compliance

Note that all of the cards are bilingual - English on front, Spanish on back

Supervisors must ensure that members carry both Unified Complaint Forms and Complaint Cards in their vehicles and provide them upon request

Members are also required to provide their name and badge number in writing upon request to any person

Desired Response:

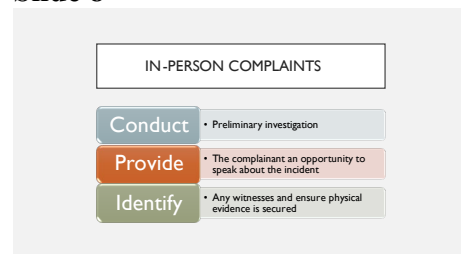
- All officers

Slide 8

SAY: If taking the statement at a BPD facility, the supervisor should conduct a preliminary investigation, which may include locating a crime scene, identifying witnesses, securing perishable evidence, etc.

The supervisor shall provide the Complainant an opportunity to speak about the incident, including whether individuals require medical attention and/or crisis services.

Slide 8



SAY: The supervisor shall also identify any witnesses on scene and ensure that any physical evidence is secured and collected per proper protocol (*see Policy 1401, Control of Property and Evidence*) to avoid loss or destruction.

Slide 9

SAY: The fact that a Complainant does not speak, read, or write English, or is deaf or hard of hearing, shall not be grounds to decline to accept or investigate a Complaint.

When interacting with a person who does not speak English, the member must use the Language Line (1-844-898-7554) or call for a Qualified Bilingual Member (*see Policy 1735, Language Access Services for Limited English Proficient Persons*).

Slide 9

ACCESSIBILITY

The fact that a complainant does not speak, read or write English, or is deaf or hard of hearing, shall not be grounds to decline to accept or investigate a complaint.

Language Line
(1-844-898-7554)
No Pin # Required

PowerDMS - Language App Support:

App on Departmental Phone:

InSight
No Pin # Required

Slide 10

SAY: Provide complainant with Complaint Form. If the complainant does not want to fill out the form, supervisor must fill out the form based on the information provided. If the supervisor fills out the form, they must note in the narrative that they completed the form based on the complainant's oral report.

The supervisor must request to be placed on an on-view and request a full, 9-digit CAD # for the form. Give the yellow copy to the complainant. Upload a copy of the Complaint Form into Blue Team before end of your tour of duty. Forward the original Complaint Form to PIB by the end of the next business day.

Slide 10

COMPLAINT FORM

Provide complainant with Complaint Form

If the complainant does not want to fill out the form, supervisor must fill out the form based on the information provided (*make note in narrative*)

Police Complaint Form

Slide 11

SAY: The supervisor shall provide the Complainant an opportunity to speak about the incident, including whether individuals require medical attention and/or crisis services.

The supervisor shall also identify any witnesses on scene and ensure that any physical evidence is secured and collected per proper protocol (*see Policy 1401,*

Slide 11

PRELIMINARY INVESTIGATION

The supervisor shall provide the Complainant an opportunity to speak about the incident, including whether individuals require medical attention or crisis services

Locate the crime scene, witnesses, perishable evidence, etc.

Control of Property and Evidence) to avoid loss or destruction.

SAY: If taking the statement at a BPD facility, the supervisor should conduct a preliminary investigation, which may include locating a crime scene, identifying witnesses, securing perishable evidence, etc.

ASK: What is the importance of providing citizens with the ability to make complaints?

ASK: What can you imagine are some of the administrative and civil liabilities that can arise from not handling the complaint intake process properly?

ASK: What impact does deviating from the Complaint Intake Process have on public trust?

Expected Answer:

- As a supervisor, you are responsible for your subordinates. If one of them does something wrong, it's your job to find out about it, make sure it's addressed, and make sure it doesn't happen again.
- If citizens aren't able to make complaints when improper conduct occurs, you will be much less likely to find about it and thus much less able to ensure that the conduct doesn't happen again.
- In addition, the citizen feels heard.

Expected Answers:

- BPD charges, discipline, loss of job.
- Civil suits from not stopping misconduct and constitutional violations.
- Criminal charges may result if the reason makes the supervisor an accomplice or accessory after the fact.

Expected Answers:

- **Public:** It causes a lack of public trust and gives an impression of tacit

ASK: What impact does deviating from the Complaint Intake Process have on BPD as an organization?

authorization or active participation in wrongdoing. It also makes the public believe that we are indifferent or hostile towards their concerns.

Expected Answers:

- **BPD:** As a supervisor, you set an example and expectations for your subordinates. If they believe you do not take seriously the concerns of community members, they will not either. If they observe you not taking a complaint of misconduct seriously, they will assume the conduct complained about is acceptable.
- As a supervisor, if you deviate and/or fail to follow the Complaint Intake Process, you could be reprimanded or even charged. For example, not handling a discourtesy complaint could result in a letter of reprimand, however; a use of force complaint would be a different story.
- Failing to handle a use of force complaint appropriately, could bring about criminal charges for both the supervisor and their subordinate.
- It erodes trust and adherence to the disciplinary process. This can lead to a continuing culture that allows for a

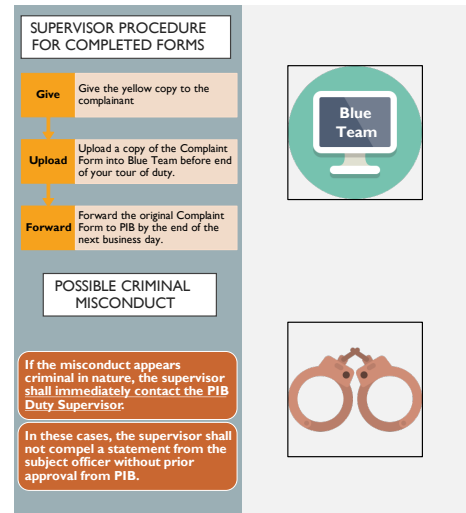
<p>ASK: What impact does deviating from the Complaint Intake Process have on members?</p> <p>SAY: We will discuss this more in Supervisory Liability.</p>	<p>lack of discipline to even outright misconduct that can affect the organization in immeasurable ways ranging from loss of careers and waste fiscal and other valuable resources that the organization needs to effectively operate.</p> <p>Expected Answers:</p> <ul style="list-style-type: none"> • MEMBERS: Members who have not committed infractions will not trust they will get Due Process and member who have violated policy will continue to do so because they have not been disciplined leading to incalculable problems.
<p>Slide 12</p> <p>SAY: REMEMBER...</p> <p>The supervisor shall request to be placed on an on-view Supervisor's Complaint and request a full, 9-digit CAD number, and will write the full, 9-digit CAD number on the form.</p> <p>The supervisor shall give the Complainant a copy of the form that has the CAD number on it prior to the person's departure.</p> <p>This is important because the CAD number will enable PIB to easily identify the complaint if the complainant calls to follow up on it.</p>	<p>Slide 12</p> <div data-bbox="971 1037 1429 1293"> <p>OBTAINING A CAD NUMBER</p> <ul style="list-style-type: none"> When form is complete (with whatever information was provided), the supervisor must request to be placed on an onview and request a full, 9digit CAD # for the form. Write 9-digit CAD # on the form in the designated box at the bottom of Page 1. Give the complainant a copy of the form, containing the 9digit CAD #. </div>

Slides 13-14

SAY: Let's see if these are on your list.

- Give the yellow copy to the complainant
- Upload a copy of the Complaint Form into Blue Team before end of your tour of duty.
- Forward the original Complaint Form to PIB by the end of the next business day.
- If the misconduct appears criminal in nature, the supervisor shall immediately contact the PIB Duty Supervisor.
- In these cases, the supervisor shall not compel a statement from the subject officer without prior approval from PIB.

Slides 13-14



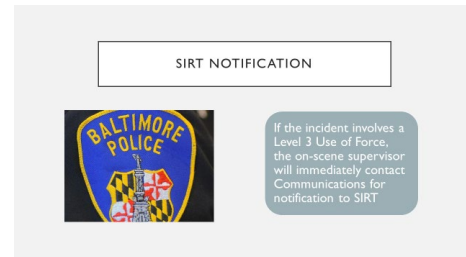
Slide 15

SAY: If the incident involves a Level 3 Use of Force, the on-scene supervisor will immediately contact Communications for notification to the Special Investigation Response Team (SIRT).

Level 3 Uses of Force include:

1. Any use of deadly force or incident involving the death of a person while in police custody.
2. Any firearm discharge by a member, including unintentional discharges.
3. Any use of force causing great or substantial bodily injury, including injury resulting in hospital admission, loss of consciousness, or a broken bone.
4. A strike to the head, neck, sternum, spine, or kidneys with an impact weapon.
5. Application of greater than three CEW (*Conducted Electrical Weapon-Taser*) cycles to an individual during a single encounter.
6. Any incident involving significant misconduct by an officer in the use of force.

Slide 15



Slide 16

SAY: If a person wishes to make a Complaint that implicates the supervisor, the supervisor or another member should call an uninvolved supervisor to take the Complaint.

Slide 16

COMPLAINTS INVOLVING SUPERVISORS

If a person wishes to make a Complaint that implicates the supervisor, the supervisor or another member should call an uninvolved supervisor to take the Complaint



III. REVIEW/EVALUATION/CLOSURE


Slide 17

ASK: Can I have three volunteers for a role-play? I need someone to play a citizen, an officer, and a supervisor.

Time: 20 minutes

Slide 17

ROLE PLAY



The instructor finds three volunteers to role-play the complaint intake process. Tell the officer and supervisor role players to go through the proper procedure for receiving the complaint. Look below for roles.

Slide 18

SAY: Ms. Public tells Officer Friendly that she'd like to make a complaint.

ASK: Did Officer Friendly take ALL of the following required steps?

1. Activate his BWC
2. Call his supervisor
3. Provide Ms. Public with a Complaint Card if

Slide 18

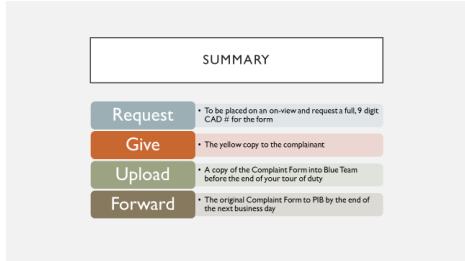
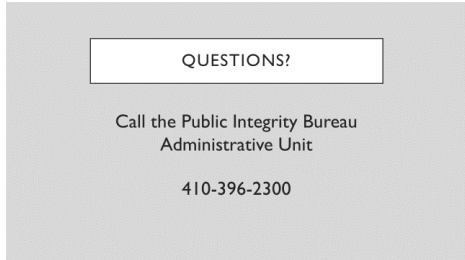

LET'S TEST YOUR KNOWLEDGE

Ms. Public tells Officer Friendly that she'd like to make a complaint.

Did Officer Friendly take ALL of the following required steps?

1. Activate his BWC
2. Call his supervisor
3. Provide Ms. Public with a Complaint Card if she cannot wait for the supervisor
4. If Ms. Public asks for it, Officer Friendly is to verbally accept the information and write it down for her

Debrief the class on the role-play that they just observed. Allow each working group 5 minutes to

<p>she cannot wait for the supervisor</p> <p>4. If Ms. Public asks for it, Officer Friendly is to verbally accept the information and write it down for her</p>	<p><i>converse as to whether the officer went through the proper steps.</i></p> <p>Desired Response:</p> <ul style="list-style-type: none"> • Yes
<p>Slide 19 SAY: Request The supervisor must request to be placed on an on-view and request a full, 9-digit CAD # for the form.</p> <p>Give Give the yellow copy to the complainant</p> <p>Upload Upload a copy of the Complaint Form into Blue Team before end of your tour of duty.</p> <p>Forward Forward the original Complaint Form to PIB by the end of the next business day.</p>	<p>Slide 19</p>  <p>The slide titled 'SUMMARY' lists four steps in colored boxes with corresponding instructions:</p> <ul style="list-style-type: none"> Request (blue box): To be placed on an on-view and request a full 9 digit CAD # for the form Give (orange box): The yellow copy to the complainant Upload (green box): A copy of the Complaint Form into Blue Team before the end of your tour of duty Forward (brown box): The original Complaint Form to PIB by the end of the next business day
<p>Slide 20 ASK: Any questions?</p>	<p>Slide 20</p>  <p>The slide titled 'QUESTIONS?' provides contact information for the Public Integrity Bureau Administrative Unit.</p> <p>Call the Public Integrity Bureau Administrative Unit</p> <p>410-396-2300</p> <p><i>The instructor should answer as many questions as time allows.</i></p>
<p>Slide 21 SAY: Let's take a break.</p>	<p>Slide 21</p>  <p>The slide shows a white diamond-shaped sign with a black border. It has a black arrow pointing left and the word 'Break' in large, bold, black letters.</p>

APPENDIX A

Role Play Scenario

Citizen:

You are a citizen who doesn't like the way the officer spoke to you. You feel as though the officer was talking down to you.

Officer:

You are the officer. You're about to be approached by a citizen who has a complaint about another officer. What actions should you take?

Supervisor:

You are the responding supervisor. A citizen has just lodged a complaint on one of your officers. What actions should you take?