

BALTIMORE POLICE DEPARTMENT

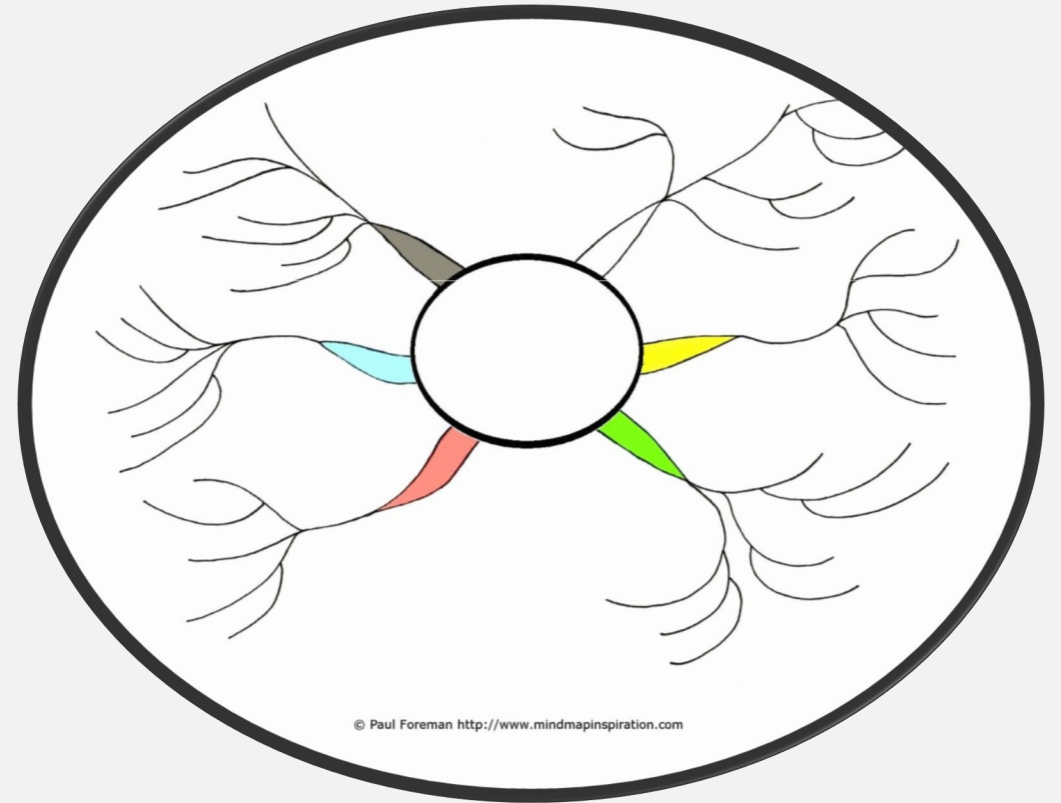
RECEIVING A POLICE COMPLAINT

General Supervisor
Training



MIND MAP

What are the
components of the
complaint procedure
process?



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.



Policy 306

Subject

COMPLAINT INTAKE PROCESS

POLICY 306

NEW POLICY

It is the policy of the Baltimore Police Department (BPD) to openly and readily receive all complaints of misconduct reported by civilians and BPD members through several different avenues, to properly classify allegations, to monitor the status of all complaints, and to fully, fairly, and effectively investigate these complaints.

*** Draft Policy 306, Complaint Policy will be published upon completion of the e-learning, which is currently underway.*

OVERVIEW

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.**

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



Go to kahoot.it

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

POLICE COMPLAINT CARD

MAKE A POLICE COMPLAINT IN ANY OF THESE WAYS:

BPD | Civilian Review Board (CRB):

- Visit: Any BPD building or talk to any BPD employee
- Call: 1-833-288-7245 (24/7) or 410-396-2300 (IA) | 410-396-3151
- Email: Complaints@baltimorepolice.org | crbintake@baltimorecity.gov
- Online: tinyurl.com/bpdccf | civilrights.baltimorecity.gov
- In person or by mail to:
BPD IA, 2524 Kirk Ave, Baltimore, MD 21218
CRB, 7 E. Redwood St., 9th Floor, Baltimore, MD 21202

You will be contacted by BPD or CRB within 10 days of making a complaint.



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

Supervisors must ensure that members carry
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.

IN-PERSON COMPLAINTS

Conduct

- Preliminary investigation

Provide

- The complainant an opportunity to speak about the incident

Identify

- Any witnesses and ensure physical evidence is secured

ACCESSIBILITY

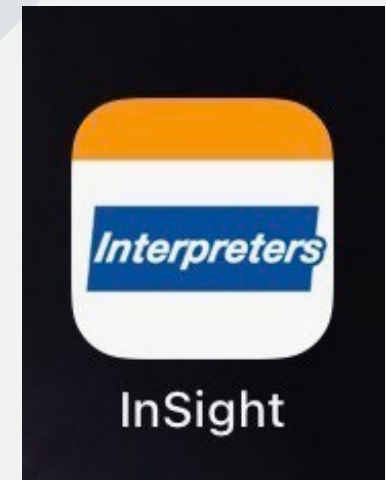
The fact that a complainant does not speak, read or write English, or is deaf or hard of hearing, shall not be grounds to decline to accept or investigate a complaint

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

**PowerDMS –
Language App
Support:**



**App on
Departmental
Phone:**



No Pin # Required

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



Please fill out this form to the best of your ability. **Print clearly.**

All complaints will be fully investigated by BPD's Internal Affairs (IA). The Civilian Review Board (CRB) will review all IA investigations of CRB eligible complaints. CRB may authorize an independent investigation. Complaints will be investigated by BPD if they are signed or unsigned by the person making the complaint. Questions? Contact either:

CRB: 410-396-3151 / civilrights@baltimorecity.gov **IA:** 410-396-2300 / complaints@baltimorepolice.org

Do you need an interpreter? ☐ Yes ☐ No If yes, which language? _____ ¿Necesita usted un intérprete de español? ☐ Sí ☐ No

I. TELL US ABOUT THE PERSON COMPLETING THIS FORM

1. Name (First, Middle Initial, Last)	2. Home Address	3. Date of Birth	4. Age	5. Race/Ethnicity	6. Disability? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Anonymous/I do not want to share personal info.					
7. Gender/Gender Identity	8. Contact Number	9. Other Contact Number		10. Email Address	
11. Location of Incident		12. Incident Date	13. Incident Time	14. Was there an arrest? <input type="checkbox"/> Yes <input type="checkbox"/> No	
15. Was a ticket or summons issued? <input type="checkbox"/> Yes <input type="checkbox"/> No		16. Ticket/Summons/Case #	17. Was there an injury? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, describe the injury and any medical care received in your statement on Page 2.</i>		

II. TELL US ABOUT THE VICTIM (If different from person completing this form)

18. Victim's Name (First, MI, Last)	19. Home Address	20. Date of Birth	21. Age	22. Race/Ethnicity	23. Disability? <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Person named above is the victim. Go to Section III.					
24. Gender/Gender Identity	25. Contact Number	26. Other Contact Number		27. Email Address	

III. TELL US ABOUT THE OFFICER (To the best of your knowledge)

28. Officer's Name (First, MI, Last)	29. Assignment/Police District	30. Badge # and/or Sequence #
31. Description of the Officer or additional details (For more space, continue in your statement on Page 2)		

**** If multiple officers involved, please provide information in your statement.**

IV. TELL US ABOUT ANY WITNESSES (If more than one, provide additional information in your statement)

32. Witness's Name (First, MI, Last)	33. Home Address (if known)	34. Contact Number
35. Other Contact Number		36. Email Address

V. SIGNATURE OF THE PERSON COMPLETING THIS FORM

I understand that this statement will be submitted to the Baltimore Police Department/Civilian Review Board and will be the basis for an investigation. The facts contained in my statement are true to the best of my knowledge and belief. In addition, I declare and affirm that my statement has been made by me voluntarily and without persuasion, coercion, or promise of any kind.

Print Name: _____ **Signature:** _____ **Date:** _____

TO BE COMPLETED BY BPD OR CRB PERSONNEL	CC#	A#	CRB#
37. BPD Member Who Received This Form	38. Seq. #	39. Date Complaint Received	40. Time Complaint Received
41. CRB Member Who Received This Form (If applicable)	42. Date Complaint Received		43. Time Complaint Received

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.



OBTAINING A CAD NUMBER



When form is complete (*with whatever information was provided*), **the supervisor must request to be placed on an on-view and request a full, 9-digit 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 9-digit CAD #.

SUPERVISOR PROCEDURE FOR COMPLETED FORMS

Give

Give the yellow copy to the complainant

Upload

Upload a copy of the Complaint Form into Blue Team before end of your tour of duty.

Forward

Forward the original Complaint Form to PIB by the end of the next business day.



POSSIBLE CRIMINAL MISCONDUCT

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.



SIRT NOTIFICATION



If the incident involves a Level 3 Use of Force, the on-scene supervisor will immediately contact Communications for notification to SIRT

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



ROLE PLAY



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**

SUMMARY

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 the end of your tour of duty

Forward

- The original Complaint Form to PIB by the end of the next business day

QUESTIONS?

**Call the Public Integrity Bureau
Administrative Unit**

410-396-2300

