

★ PUBLIC INTEGRITY BUREAU ★



PUBLIC PORTAL
PIB Annual Peer-to-Peer Training
November 20, 2024



BALTIMORE CONSENT DECREE - COMPLAINT PROCESS

- BPD will ensure that the complaint intake process is open and accessible for individuals who wish to file complaints about BPD officers' conduct.
- BPD will ensure individuals may make complaints in multiple ways, including in person or anonymously, by telephone, online, and through third parties to ensure broad and easy access
- BPD will make complaint forms widely available at public buildings and locations throughout Baltimore City and will make them available to community groups to provide to their members.
- Complaint forms will be made available, at a minimum, in English and Spanish. BPD will comply with the law to make complaints accessible to people who speak other languages (including sign language). The fact that a complainant does not speak, read, or write English, or is deaf or hard of hearing will not be grounds to decline to accept or investigate a complaint.
- BPD will ensure that a free, 24-hour hotline exists for members of the public to make complaints and will clearly display this information on its website and other BPD-printed materials.



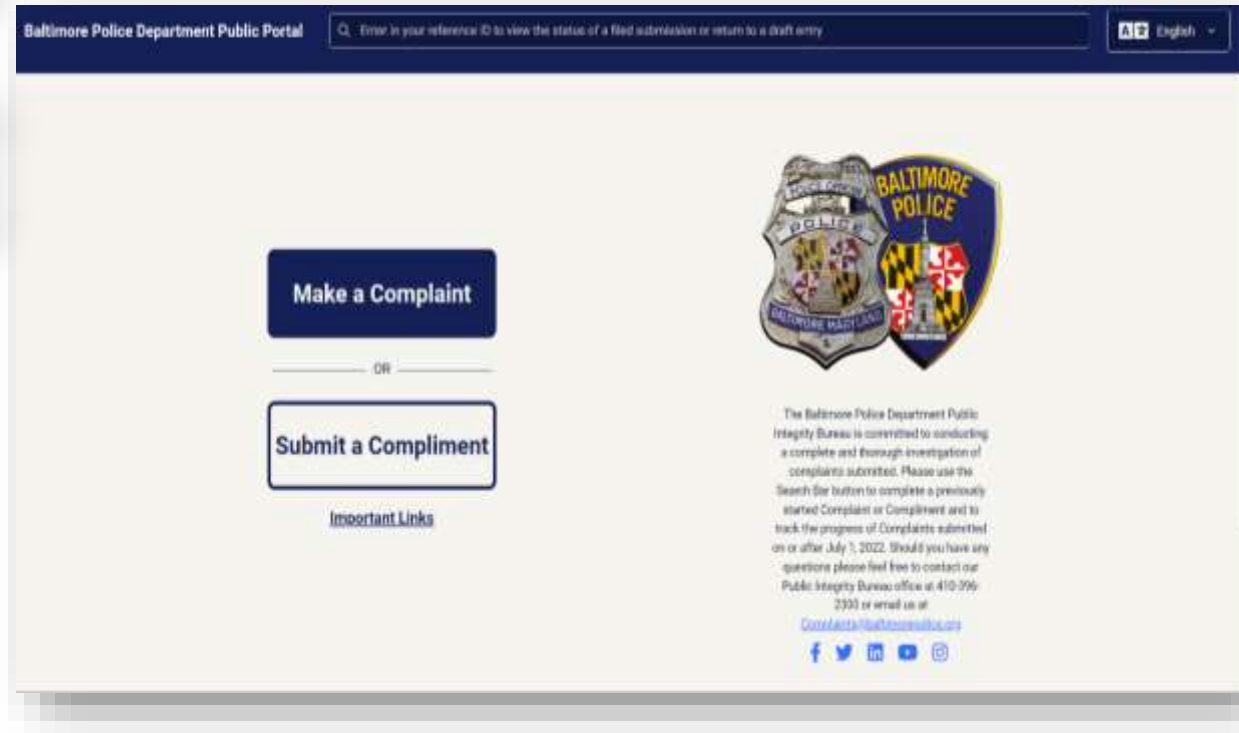
MARYLAND POLICE ACCOUNTABILITY ACT REQUIREMENT

- Each law enforcement agency shall create a database that enables a complainant to enter the complainant's case number to follow the status of the case as it proceeds through:
 1. investigation;
 2. charging;
 3. offer of discipline;
 4. trial board;
 5. ultimate discipline; and
 6. appeal.



PUBLIC PORTAL

- A highly configurable public-facing website designed to take in complaints, compliments, and feedback from the public
- Complainants are kept up-to-date with email and text notifications upon receipt of their complaint, as it's investigated and when an outcome has been determined
- Portal was implemented on April 17, 2023.

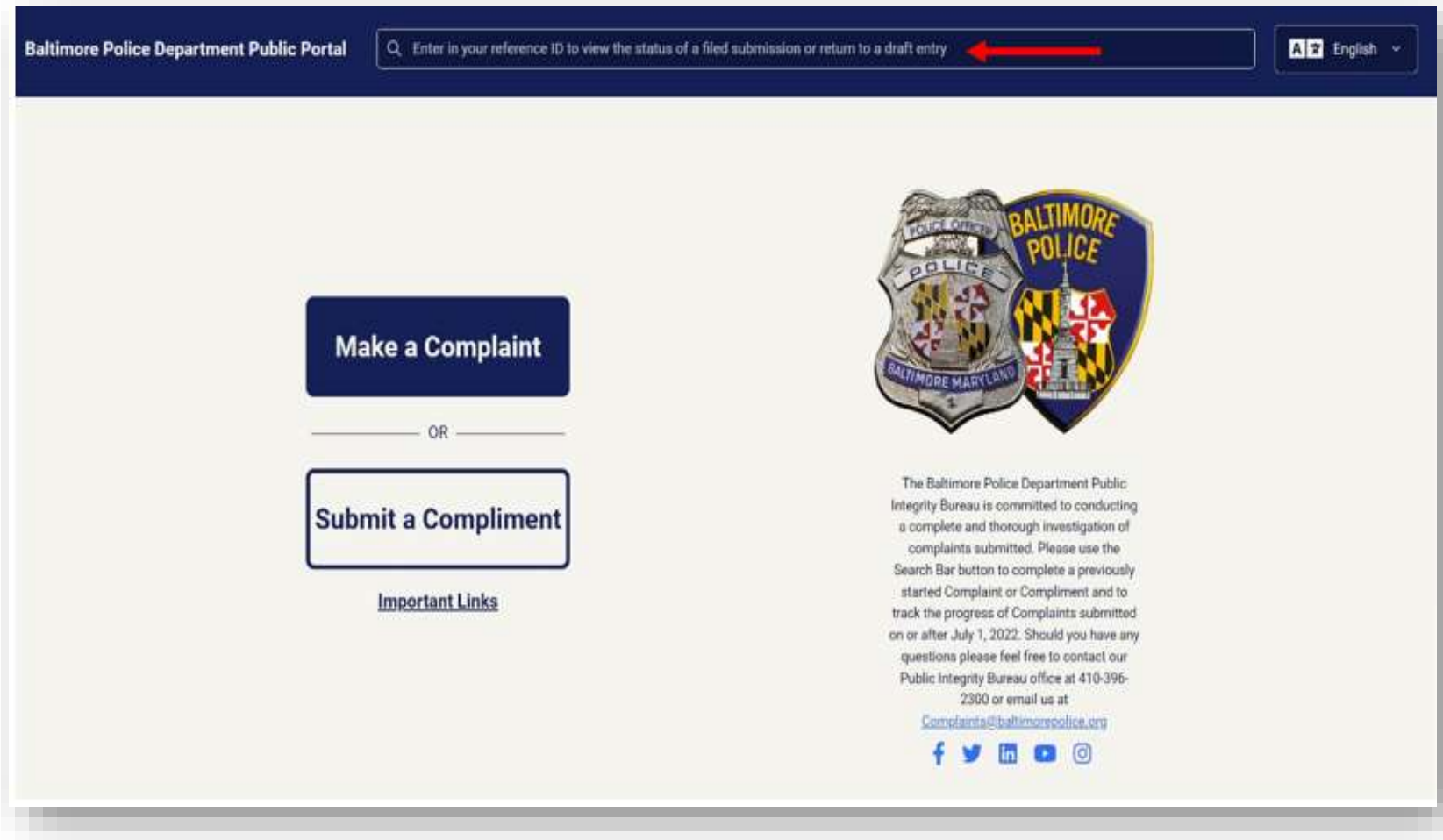


PUBLIC PORTAL REQUIREMENTS

- The Public Portal requires the complainant's email address and/or cell phone number to be linked to the IAPRO entry, allowing the Public Portal to communicate with the complainant and ensure they receive case status updates.
- Complainants may choose to remain anonymous and are not obligated to provide their contact information.



When the Baltimore Police Department online Public Portal is utilized, the complainant will receive a reference ID number at the time of entry.



PIB WALK-IN OR TELEPHONE COMPLAINTS

- During intake, if the complainant does not wish to provide their email or cell phone number explain that the information is essential for them to receive live updates on the status of their case. However, a letter will still be mailed to their residence informing them of the status.
- If the complainant is willing to provide their information, obtain their email address and cell phone number, and ensure you link the information to the IAPRO entry.
- If an email address or cell phone number is not obtained and linked to the case, the primary detective is required to mail the complainant their case update letters informing them about their case status.
- Ensure a task is completed for every effort made when providing updates to the complaint, in case communication is not possible via the Public Portal.







































PIB WALK-IN OR TELEPHONE COMPLAINTS

In the absence of an email and cell phone number, ensure you adhere to the PIB Internal Operations and Training Manual which states the following:

4. Within five business days of receipt of a complaint, the investigator will send non-anonymous complainants written notice of receipt (See Part (B.b)(4) and Appendix C).
 - 4.1. This letter shall include the CC# originally assigned to the complaint, along with all other case numbers (e.g., IA number, CRB number if applicable) assigned to the case.
 - 4.2. This letter shall state how the complainant may ask about the status of the complaint.
 - 4.3. This letter shall not include any language that could be reasonably construed as discouraging participation in the investigation, such as warning against providing false statements or a deadline by which the complainant must contact the investigator.
5. 30 days after receipt of the complaint, the investigator will contact the complainant by written letter (See Appendix E) and by email (if available) to inform them of the status of the investigation.
6. In the course of investigating a civilian complaint, the investigator will send written updates to the complainant at least every 30 days by mail and by email (if available). Communication with the complainant every 30 days is the minimum requirement. Investigators may find it helpful or necessary to maintain more frequent contact with a complainant.



IDENTIFYING PUBLIC PORTAL CASES

PIB Number	Incident Type
 2023-0268	 Internal Complaints
 2023-0273	 Internal Complaints
 2023-0331	 Internal Complaints
 2023-0457	 Internal Complaints
 2023-0610	 External Complaints
 2023-0557	 External Complaints
 2023-0548	 Internal Complaints
 2023-0641	 External Complaints
 2023-0695	 External Complaints
 2023-0722	 External Complaints
 2023-0774	 Internal Complaints
 2023-0812	 Internal Complaints
 2023-0873	 External Complaints
 2023-0914	 External Complaints
 2023-0941	 External Complaints
 2023-1000	 Internal Complaints
 2023-1111	 Internal Complaints
 2023-1030	 Duplicate Case

Cases that are in the Public Portal can be identified by the **green font** of the incident type.

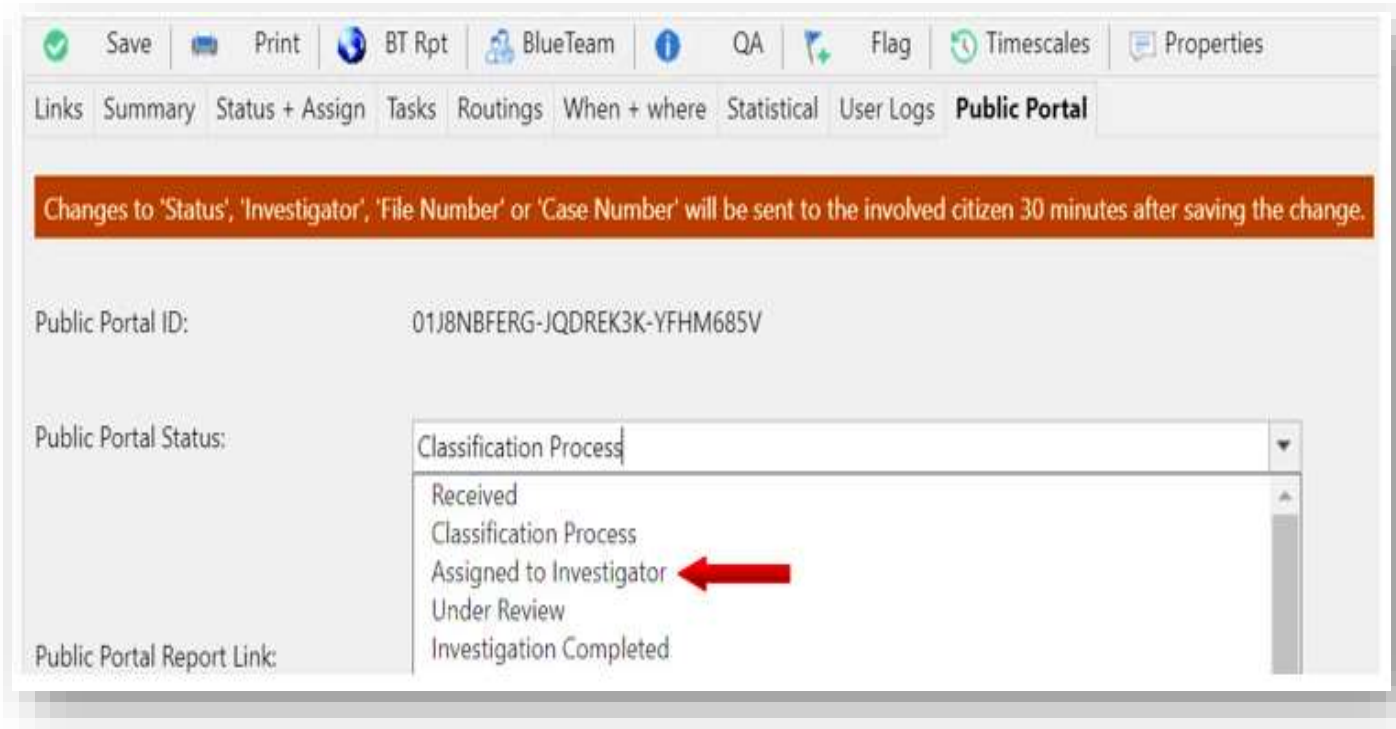
If you are assigned an external case that is not uploaded to the Public Portal and you later obtain the complainant's contact information, link their information in IAPRO. Send a routing to the Administrative Intake and Classification Supervisor advising the complainant's contact information was updated and for the case to be uploaded to the Public Portal.



PUBLIC PORTAL STATUS

If the complainant has provided their contact information, the case will be uploaded to the Public Portal. Once the case is assigned to an investigator, the supervisor must update the Public Portal Status to:

Assigned to Investigator



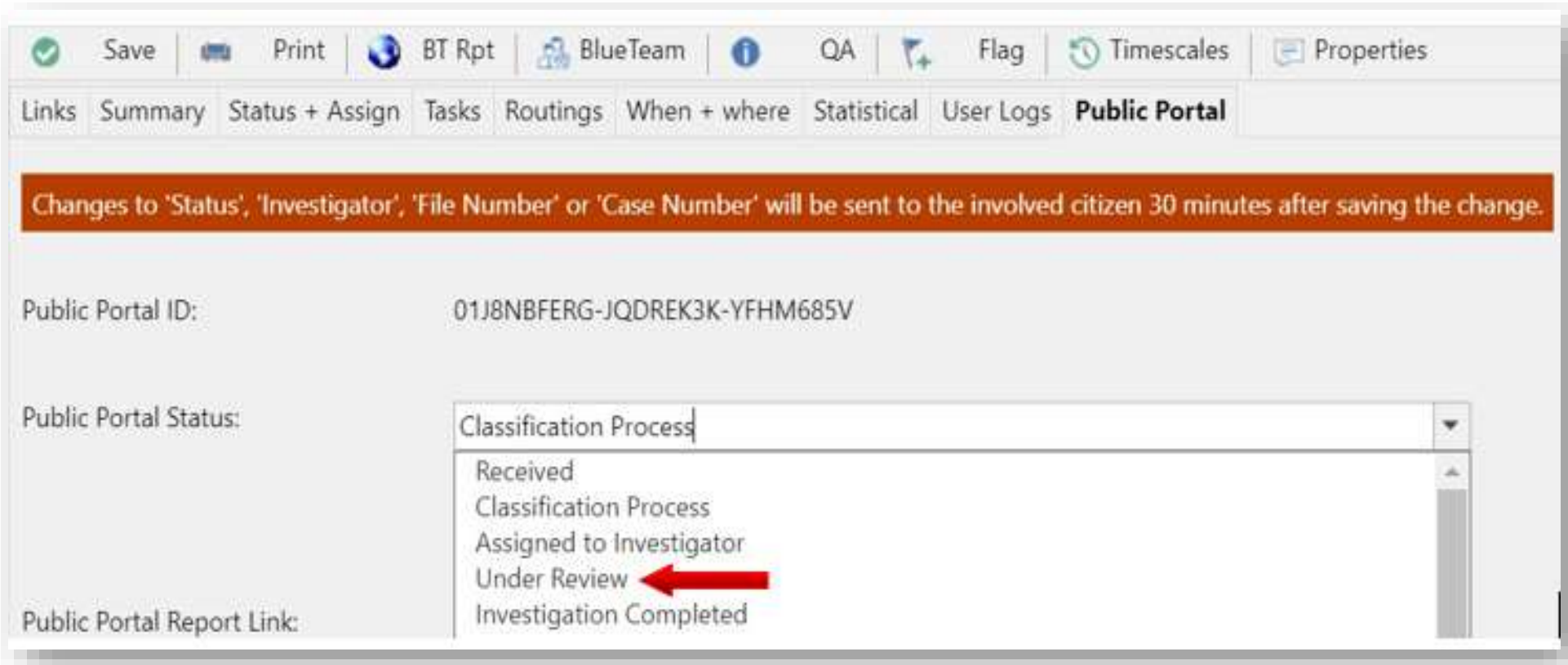
The screenshot shows a web application interface for the Public Portal. At the top, there is a toolbar with icons for Save, Print, BT Rpt, BlueTeam, QA, Flag, Timescales, and Properties. Below the toolbar is a navigation bar with tabs: Links, Summary, Status + Assign, Tasks, Routings, When + where, Statistical, User Logs, and Public Portal. A red banner message states: "Changes to 'Status', 'Investigator', 'File Number' or 'Case Number' will be sent to the involved citizen 30 minutes after saving the change." The main content area displays the Public Portal ID: 01J8NBFERG-JQDREK3K-YFHM685V. Below this, the Public Portal Status is shown as a dropdown menu. The dropdown is open, showing the following options: Received, Classification Process, Assigned to Investigator (highlighted with a red arrow), Under Review, and Investigation Completed. The Public Portal Report Link is also visible at the bottom.

Public Portal ID:	01J8NBFERG-JQDREK3K-YFHM685V
Public Portal Status:	<div>Classification Process</div> <div>Received</div> <div>Classification Process</div> <div>Assigned to Investigator</div> <div>Under Review</div> <div>Investigation Completed</div>
Public Portal Report Link:	

The complainant will receive an email or text message informing them of their case number and the investigator's name.

PUBLIC PORTAL STATUS

Once the investigator completes their investigation and forwards the case to their supervisor, the supervisor is to change the Public Portal Status to “Under Review”. The case remains under review until the case is forwarded to the Administrative Unit.



The screenshot displays a web application interface for managing a Public Portal. At the top, there is a toolbar with icons and labels for 'Save', 'Print', 'BT Rpt', 'BlueTeam', 'QA', 'Flag', 'Timescales', and 'Properties'. Below this is a navigation bar with tabs for 'Links', 'Summary', 'Status + Assign', 'Tasks', 'Routings', 'When + where', 'Statistical', 'User Logs', and 'Public Portal'. A red banner message states: 'Changes to 'Status', 'Investigator', 'File Number' or 'Case Number' will be sent to the involved citizen 30 minutes after saving the change.'

The main content area shows the 'Public Portal ID' as '01J8NBFERG-JQDREK3K-YFHM685V'. Below this, the 'Public Portal Status' is set to 'Classification Process'. A dropdown menu is open, showing the following options: 'Received', 'Classification Process', 'Assigned to Investigator', 'Under Review' (highlighted with a red arrow), and 'Investigation Completed'. The 'Public Portal Report Link' field is empty.

PUBLIC PORTAL STATUS UPDATE

The complainant will receive automatic updates via text message and or email. However, the complaint may also obtain an update on their case by entering their reference ID number.

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Baltimore Police Department Public Portal

Complaint Submission Review

Prepared At September 30, 2024 03:47PM EDT
1.3.4

Status

Baltimore Police Department

Police Report Number 231106378

IA Number 2024-0027

Assigned Investigator Civilian Nikki Brown

January 08, 2024 11:00AM EST
Received

January 08, 2024 11:41AM EST
Classification Process

January 12, 2024 05:02PM EST
Assigned to Investigator

September 06, 2024 04:01PM EDT
Under Review

Submission Details

Reference ID	01HKMWWDW8-MZZXK0WN-W4DGN983
Submission Type	Complaint
Date Created	January 08, 2024 11:00AM EST





QUESTIONS?
