

BALTIMORE POLICE DEPARTMENT

RECEIVING A POLICE COMPLAINT

E-LEARNING



OBJECTIVES



Given an excerpt of Policy 306, members will be able to explain the intent of BPD's complaint intake process.

Given e-learning content, members will be able to identify the importance of BWC, supervisor notification, and documentation in the complaint intake process.

Given a multiple choice assessment, members will be able to identify the steps necessary to 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 Intake is slated to be published in October 2021***

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 sworn members **MUST have Complaint Cards and/or Complaint Forms available at all and they must provide them upon request by any member of the**

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

COMPLAINT FORM

- 2-ply (original goes to PIB, yellow copy goes to complainant)
- English & Spanish versions available
- The same form can be used to make a complaint with BPD and/or the Civilian Review Board.



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
<small><input type="checkbox"/> Anonymous? Do not want to share personal info.</small>							
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 <small>(If yes, describe the injury and any medical care received in your statement on Page 2.)</small>			

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

18. Victim's Name (First, M., Last)		19. Home Address		20. Date of Birth	21. Age	22. Race/Ethnicity	23. Disability? <input type="checkbox"/> Yes <input type="checkbox"/> No
<small><input type="checkbox"/> Person named above is the victim. (Go to Section II.)</small>							
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, M., 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, M., 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#	AW	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

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Ensure the next page (STATEMENT) is completed and remains with this form.

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.



PRESENTE UNA QUEJA ANTE LA POLICÍA POR UNO DE

BPD | Junta De Revision Civil (CRB):

- Visite: Cualquier sede del BPD o hable con cualquier empleado
- Llamando al: 1-833-288-7245 (24/7) or 410-396-2300 | 410-396-3151
- Correo Electrónico: Complaints@baltimorepolice.org | crbintake@baltimorecity.gov
- En La Red: tinyurl.com/bpdccf | civilrights.baltimorecity.gov
- En persona o por correo a:

BPD IA, 2524 Kirk Ave, Baltimore, MD 21218

CRB, 7 E. Redwood St., 9th Floor, Baltimore, MD 21202

BPD o CRB se comunicará con ud. durante los primeros 10 días de su queja.



Note that all of the cards are bilingual

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English on front, Spanish on back

POLICE COMPLAINT BASICS

- **ALL COMPLAINTS MUST BE ACCEPTED BY BPD MEMBERS.** Refusal to accept a complaint, or discouraging or misleading a person from making a complaint, are strictly prohibited.
- **Anyone can make an anonymous complaint.**
- **Complainants can provide as much or as little information as they wish.**

All members must be courteous when receiving a complaint.



COMPLAINT PROCEDURE

- Throughout the interaction, BWC shall be activated.
 - If complainant does not want BWC activated, memorialize on BWC that the person requests deactivation prior to deactivating BWC.
- As always, call for a Qualified Bilingual Member or Language Line (via the app or 1-844-898-7554) if the person requires language assistance.



COMPLAINT PROCEDURE, CONTINUED

- All sworn members **MUST** provide name and badge number in writing upon request.
- If a person enters a BPD building wishing to make a complaint, the member must call a supervisor to assist.
- If a person wants to make a complaint on-scene, the member must notify their supervisor.



COMPLAINT PROCEDURE, CONTINUED

- For on-scene complaints, if the person is willing to wait, the supervisor shall report to the scene with a Complaint Form to assist the person with making the complaint.
- If the person does not wish to wait, the member must provide them with the Complaint Card, which contains various ways they can make a complaint.



COMPLAINT PROCEDURE, CONTINUED

- A member is not required to delay taking law enforcement action while they wait for a supervisor to arrive, when appropriate.
- However, retaliation is not allowed when the member learns that a person wants to make a complaint.



COMPLAINT INTAKE BY NON-SWORN MEMBERS

Non-sworn members are responsible for facilitating complaints brought to their attention.

Provide a complaint card if one is available.

Contact a sworn supervisor on-site or call Communications (410-396-2284) and request one.

May also provide the PIB phone number (410-396-2300).



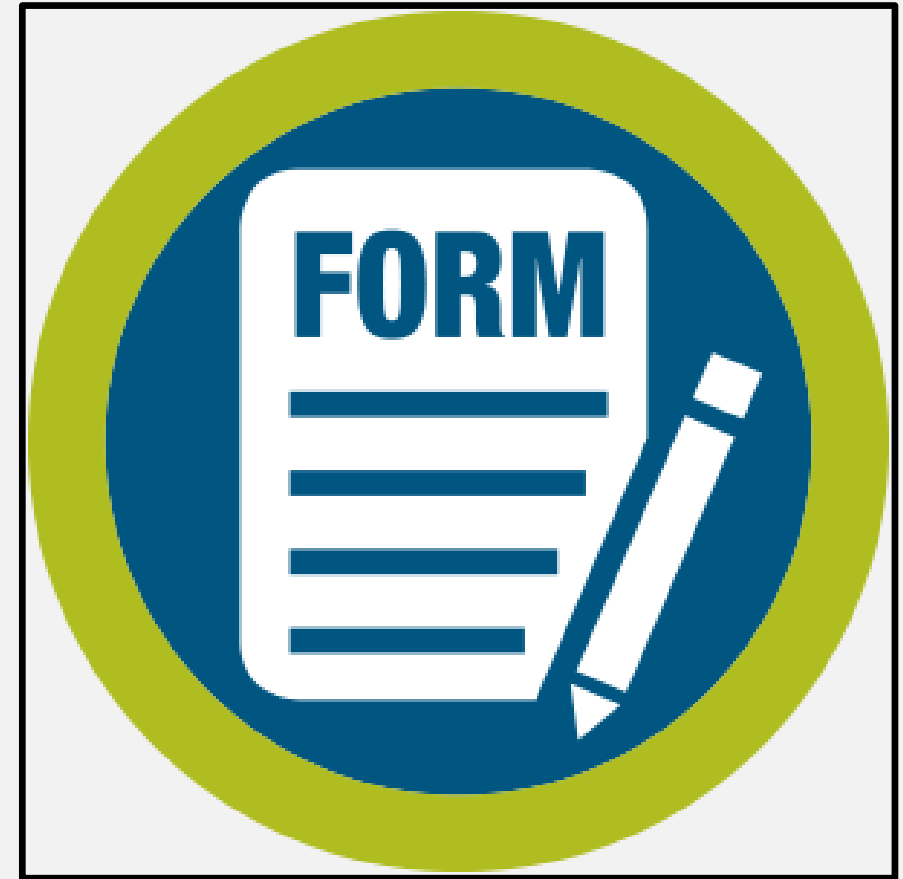
RETALIATION IS PROHIBITED

- All forms of retaliation, interference, intimidation, or adverse action against a complainant are strictly prohibited.
- Retaliatory actions could include threats or harassment of a person or associates, malicious filings, any actions to dissuade a person from complaining, decisions affecting hiring, promotion, or assignment, among others.



RESPONDING SUPERVISOR PROCEDURE

- Follow BWC procedures on slide 7.
- Provide complainant with Complaint Form.
 - Person can provide as much information as they wish **and does not have to provide identifying information.**
- If complainant does not want to fill out the form, supervisor must fill out the form based on the information provided.
- If supervisor fills out the form, they must note in the narrative that they completed the form based on the complainant's oral report.



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 the yellow copy to the complainant
- Upload a copy of the Complaint Form into BlueTeam before end of your tour of duty.
- 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.



ANY BPD MEMBER WHO RECEIVES A FILLED OUT COMPLAINT FORM FROM SOMEONE...

- **MUST:**
 - accept that form,
 - give the yellow copy with a 9-digit CAD number (request from Communications) to the complainant, and
 - forward the original Complaint Form immediately to their supervisor.

Police Complaint Form

STATEMENT

To the best of your ability, please write what happened, when it happened, where it happened, who was involved and how it happened. What is your primary complaint and what incident do you want? Please provide as much information as you believe is important and that you think would assist in investigating your situation.

I was at home watching TV when I heard a loud noise outside my window. I opened my front door and looked out and saw a police car had hit a car parked right out in front of my house. I yelled over to ask what happened, and the officer who was there told me the driver of the car started screaming at me to get back in the house and stating that it was none of my business. I couldn't believe how rude he was being as I had not my phone out started screaming. He was up my steps part in my drive, and told me to turn off the phone on him. I was confused, so I turned it off. It was late in the evening, but I only saw it once. But it was really easy to have him go away. But I think he had some alcohol with a "B" on his shirt.

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 investigator. Complaints will be investigated by BPD if they are signed or assigned by the person making the complaint, Guardians / Contact either:

CRB: 410.396.3151 / chrlight@baltimorecity.gov IA: 410.396.2700 / complaints@baltimorecity.gov

Do you need an interpreter? (Yes / No) If yes, which language? _____

I. TELL US ABOUT THE PERSON COMPLETING THIS FORM

1. Name (Print, Middle Initial, Last) _____ 2. Address (Street, City, State, Zip) _____ 3. Date of Birth _____ 4. Age _____ 5. Gender (Male / Female) _____ 6. Race _____ 7. Ethnicity (Hispanic / Latino / Mexican / Puerto Rican / Other) _____ 8. Phone (Home / Cell) _____ 9. Email Address _____

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

10. Name (Print, Middle Initial, Last) _____ 11. Address (Street, City, State, Zip) _____ 12. Date of Birth _____ 13. Age _____ 14. Gender (Male / Female) _____ 15. Race _____ 16. Ethnicity (Hispanic / Latino / Mexican / Puerto Rican / Other) _____ 17. Phone (Home / Cell) _____ 18. Email Address _____

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

19. Name (Print, Middle Initial, Last) _____ 20. Badge Number (If known) _____ 21. Station (If known) _____ 22. Date of Incident _____ 23. Time of Incident _____ 24. Location of Incident _____ 25. Description of the Incident (If known) _____ 26. Officer's Name (If known) _____ 27. Officer's Address (If known) _____ 28. Officer's Phone (If known) _____

IV. TELL US ABOUT ANY WITNESSES OF OTHER THAN ONE, provide address/phone if your information

29. Name (Print, Middle Initial, Last) _____ 30. Address (Street, City, State, Zip) _____ 31. Phone (Home / Cell) _____ 32. Date of Incident _____ 33. Time of Incident _____ 34. Location of Incident _____ 35. Description of the Incident (If known) _____ 36. Witness's Name (If known) _____ 37. Witness's Address (If known) _____ 38. Witness's Phone (If known) _____

V. SIGNATURE OF THE PERSON COMPLETING THIS FORM

I hereby certify that the information provided on this form is true and correct to the best of my knowledge and belief, and I understand that any false or misleading information provided on this form is a violation of the law and may result in criminal and/or civil penalties.

Print Name: _____ Signature: _____ Date: _____

TO BE COMPLETED BY BPD OR IA PERSONNEL

39. Date Received (MM/DD/YYYY) _____ 40. Date Received (MM/DD/YYYY) _____ 41. Date Received (MM/DD/YYYY) _____ 42. Date Received (MM/DD/YYYY) _____ 43. Date Received (MM/DD/YYYY) _____ 44. Date Received (MM/DD/YYYY) _____ 45. Date Received (MM/DD/YYYY) _____

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OTHER WAYS COMPLAINTS MAY BE RECEIVED

- Phone complaints made to BPD's 24-hour hotline are handled by the Communications Shift Commander and entered into BlueTeam before the end of their tour of duty.
- PIB receives calls, emails and walk-in complaints.
- Complaints may be received by mail, email, BPD's website, social media, through the CRB or other City entities.

All complaints, no matter how they are made, are forwarded to PIB for



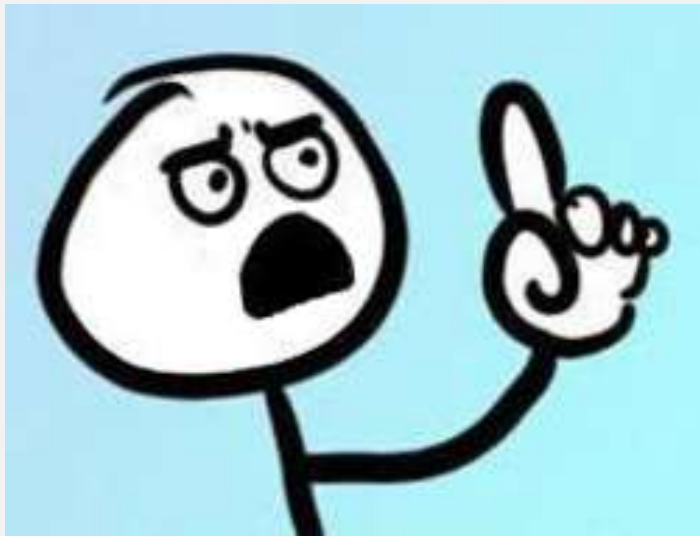
LET'S TEST YOUR KNOWLEDGE

Ms. Public tells Officer Friendly that she'd like to make a complaint. Which of the following steps must Officer Friendly take? (Write down all answers that apply)

- A. Tell Ms. Public that she must call PIB to make a complaint
- B. Activate his BWC
- C. Call his supervisor
- D. Tell Ms. Public that she must provide her name in order to make a complaint
- E. Provide Ms. Public with a Complaint Card if she cannot wait for the supervisor
- F. Detain Ms. Public until the supervisor arrives
- G. If Ms. Public asks for it, tell Ms. Public his name and badge number
- H. If Ms. Public asks for it, tell Ms. Public his name and badge number and write it down for her

LET'S TEST YOUR KNOWLEDGE

Ms. Public tells Officer Friendly that she'd like to make a complaint, which of the following steps must Officer Friendly take?



SERIOUSLY...
GO BACK TO THE
PREVIOUS SLIDE AND
WRITE DOWN YOUR
ANSWERS.

LET'S TEST YOUR KNOWLEDGE

Ms. Public tells Officer Friendly that she'd like to make a complaint, which of the following steps must Officer Friendly take? CORRECT ANSWERS IN **BLUE**.

- A. Tell Ms. Public that she must call PIB to make a complaint
- B. Activate his BWC**
- C. Call his supervisor**
- D. Tell Ms. Public that she must provide her name in order to make a complaint
- E. Provide Ms. Public with a Complaint Card if she cannot wait for the supervisor**
- F. Detain Ms. Public until the supervisor arrives
- G. If Ms. Public asks for it, tell Ms. Public his name and badge number
- H. If Ms. Public asks for it, tell Ms. Public his name and badge number and write it down for her**

QUESTIONS?

Call the Public Integrity Bureau
Administrative Unit

410-396-2300