

A. PURPOSE. To provide victims, witnesses, and others a way to contact their assigned detective(s) and provide crucial information for investigative follow-up, without inconveniencing them by requiring them to appear at the GRPD in person.

B. GENERAL PROCEDURE

1. Per [MOP 8-2](#), Preliminary Investigations, all employees shall obtain the name, address, date of birth, telephone number, place of employment, email address, and any additional contact information for all victims, witnesses, and other parties associated with a call for service. This information shall be properly documented in police reports. If people refuse or have none, please document appropriately.
2. Employees will be provided with a business card that includes a place for the report number and the Detective Unit call-in instructions. The business cards shall be provided to victims, witnesses, and suspects when appropriate. Officers shall document in their report that the call-in card, with report number, was provided to the subject.
 - a. Discretion shall be used when providing call in cards and follow up instructions on calls for service. There is no reason for anyone to call in unless viable leads exist. Explain to the complainant, victim, witness, etc., that they can always follow up in the future if they have additional information to add to the case.
 - b. Provide the Records Unit phone number to individuals wanting a copy of their police report – 616-456-4177.
3. All Criminal Sexual Conduct cases are assigned to a detective. The assigned detective will contact the victim or complainant on the next business day. Do not direct parties involved in Criminal Sexual Conduct cases to call the Detective Unit.
4. Detective Unit Call-In Phones will be answered Monday through Friday, from 0900-1700 hrs, excluding holidays. The phone number is 616-456-3380. There will be a prompt to leave a message if the call taker is unavailable or it is afterhours.