



Complaint Process Improvement Recommendations

September 29, 2020

The Police Oversight Working Group recommends the following actions:

1. That the city offer an ‘ethics line’ for individuals to call and make anonymous complaints. Our website could indicate that anonymous complaints are accepted and investigated to the fullest extent possible rather than considered on a case-by-case basis.
2. That the city provide the opportunity to submit complaints in paper, electronic, and telephonic form.
3. That the city conduct an education and outreach program to ensure members of the public know about the complaint process. Social media is a cost-effective outlet to get information out to citizens. We could place posters in neighborhoods and gathering places, like recreation centers. We could have *de facto* partnerships in the community to relay information through brochures and flyers: these would include Gem City Market, religious institutions, libraries, Dayton Urban Young Life, NAACP, Daybreak, the local health care system, neighborhood organizations, and others. The courts could include instructions on filing complaints as a part of the regular resource sheets they provide people, perhaps during arraignment. We could distribute information about how to submit a complaint in a variety of ways to make sure that the people who need to make a complaint are able to. In our information outreach, we could include an example of a successful complaint to build trust in the process.
4. That the city provide access in multiple language formats and accommodate individuals with disabilities.
5. That the city expand the distribution of and access to data about the complaint process in a number of ways. Some possibilities include:
 - We could follow the example of the City of Chicago, which publishes data on their complaint process. They maintain confidentiality by publishing in “ranges” rather than exact numbers.
 - We could mandate that information be shared about the process at the first contact with the complainant. Such information might include a description of the process and a timeline for investigating the complaint.
 - We could establish reporting standards (such as quarterly and annual reports of the number of cases, disposition, and number of appeals).
 - We could utilize software to automatically send updates and store information in an investigation. Most databases also track and create reports/data that might be helpful moving forward.
6. That the city establish a goal for issuing a cause finding. For example, the Human Relations Council (HRC) has a 100-day goal to investigate and get a probable cause/no probable cause finding in our civil rights investigations.
7. That the city mandate that investigators send routine status updates to the parties. There is also software that could be used to automatically send updates.
8. That the city provide complainants with easy access to a status report on their complaint, maybe through issuing them a case number.
9. That the city retain records of some investigations longer than the currently mandated 4 years. All investigations into police conduct will be retained for 4 years if the disposition of the investigation is Not Sustained, Exonerated or Unfounded. All investigations into police



conduct involving use of force or firearms discharge violations will be retained for 10 years if the disposition of the investigation is Sustained.

10. That the city publish online the procedure that we will follow for every investigation, so complainants can follow the process.
11. That the city design a complaint submission system that makes it easy to evaluate the performance of the complaint process through metrics.
12. That the city provide a complaint submission system that is user-friendly and easy to use for people of all backgrounds.
13. That the city establish a single point of contact for incoming complainants to ensure the complaint is collected, status updates are communicated, and assistance is provided as needed throughout the process, and to ensure complainants do not have to contact several people to file a complaint or check for status updates. This point of contact would utilize the single unified data system.

14. Note to Working Group- Choose one of the following options for complaint intake and Complaint status outreach:

Option 1: That the city continue to utilize the police Professional Standards Bureau (PSB) to gather complaints, but require them to appoint a single point of contact to be responsible for guiding complainants through the process, and keeping complainants informed as to the status of their complaint.

Option 2: That the city continue to utilize the police Professional Standards Bureau (PSB) to gather complaints, but require them to appoint a single point of contact to be responsible for guiding complainants through the process.

Option 3: That the city establish a third party (not police or City Manager's office) as the single point of contact to gather complaints, and provide complainants with status reports on existing cases

Option 4: That the city establish a third party (not police or City Manager's office) as the single point of contact to gather complaints.

Option 5: That the city name the Human Relations Council (HRC) as the third party organization (not police or City Manager's office), and require them to appoint someone as the single point of contact to gather complaints, and to provide complainants with status reports on existing cases.

Option 6: That the city name the Human Relations Council (HRC) as the third party organization (not police or City Manager's office), and require them to appoint someone as the single point of contact to gather complaints,

Option 7: That the city establish a third party (not police, City Manager's office or HRC) point of contact to oversee the collection of complaints, helping the complainant through the process, and to provide complainants with status reports on existing cases.

Option 8: That the city establish a third party (not police, City Manager's office or HRC) point of contact to oversee the collection of complaints, helping the complainant through the process.

15. The Dayton Mediation Center will work with the complaint intake authority and police to set up a process to be assigned and mediate appropriate complaints.
16. That the city convene local agencies and organizations who might receive complaints, and ask them all to use a standard process to submit the complaints. Complaints would all be funneled into one intake app and database, to make the process easier to track and to



evaluate. The multi-agency Homeless Solutions Policy Board intake process application is an example of this.

17. That the city utilize Dayton Delivers or a similar app as a “one-stop-shop” for information and complaint intake, and train employees and partner organizations to perform data entry into the app. This app would feed data into the new single database of complaint information.