

- I. Complaint Intake Process**
 - a. Complaint form**
 - i. Translation access needed
 - b. Database Entry**
 - i. Required tags and information
 - ii. Limitations of storage/access method
 - iii. Expectations of database functionality
 - c. Legal Requirements for Disclosure to MPD**
 - d. Initial Meeting**
 - i. Translation access needed
 - ii. Privacy Accommodations
 - e. Written Response detailing the next or final steps of the complaint at this time.**
- II. Complaint Selection Process**
 - a. Limit of 3 Simultaneous Investigations:**
 - i. Complaint-led Policy Investigations
 - ii. Individual Complaint Investigations
 - b. Rolling List of upcoming complaints and estimated start date**
 - i. Structure
 - ii. Prioritization of Complaints in Rolling List
 - 1. Rubric
 - 2. Safeguards
- III. Investigation**
 - a. Follow-up contact with Complainant**
 - i. Schedule Second Meeting
 - ii. Second Meeting with Complainant
 - 1. Review of Incident
 - 2. Critical Starting Information
 - 3. Establish Contact Schedule
 - 4. Explain future process steps
 - b. First Meeting with Chief to Discuss Investigation**
 - i. Follow-up meetings as needed with Chief and knowledgeable MPD staff, as requested by either party
 - c. First Meeting with Data Team/Accused MPD Staff**
 - i. Follow-up meetings as needed with Data Team, as requested by either party
 - ii. Follow-up meetings with Accused MPD Staff, as requested by either party
 - 1. Safeguards
 - a. IM retains legal rights
 - b. Zap Prevention - Accused MPD Staff is entitled to limited number of meetings per month
 - 2. Union Meeting**
 - d. Outside Resources**

- i. Contracting Guidelines
 - ii. PI
 - iii. SME
 - iv. Witnesses
- IV. Report**
 - a. Initial Stages**
 - i. Initial Draft Report (Allegation Investigation)
 - 1. Meeting with Complainant
 - 2. Meeting with Chief
 - a. LESI Concerns
 - 3. Next Steps
 - b. Initial Draft Report (Policy Investigation)
 - i. Meeting with Data Team
 - ii. Meeting with Chief
 - 1. LESI Concerns
 - iii. Paired Copies prepared
 - iv. Board Meeting (closed session)
 - v. FPC Meeting
 - vi. Next Steps
 - c. Final Draft Report (Allegation Investigation)
 - i. Meeting with Complainant
 - ii. Meeting with Chief
 - iii. Meeting with Board in Closed Session
 - d. Final Draft Report (Policy Investigation)
 - i. Meeting with Data Team
 - ii. Meeting with Board
 - iii. Meeting with Chief
 - iv. Meeting with FPC
 - V. Finalization**
 - a. LES review**
 - i. Final edits
 - ii. Dispute Resolution
 - b. Penultimate Meeting with Complainant**
 - i. Review of Protected Final Report and Public-Facing version of Report
 - ii. Invitation to Board Presentation
 - iii. Next Steps with FPC
 - 1. Need for Representation Assessment
 - iv. Feedback
 - VI. Presentation**
 - a. Open Session Board Presentation of Public-Facing Final Report**
 - b. Closed Session Discussion between Board and Complainant(s)/Data Analyst**

- i. Any Protected information the Complainant/Data Analyst would like to share with the Board
- ii. Independent Monitor will leave meeting
- iii. Complainant/Data Analyst provides feedback to Board

VII. Publication

- a. Discussion with Complainant(s) about any last-minute privacy accommodations
- b. Print and Bind
- c. Web Publication

Outlying Issues/Concerns/Blindspots to be worked out before Final Draft:

PSIA involvement

Union rights

City Attorney involvement

FPC involvement

DPH involvement