

- 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

