## **Presentation on OIM Complaint Process**

7/25/2024

- 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
    - Follow-up meetings as needed with Data Team, as requested by either party
    - 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. Pl
  - 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. PFC 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 PFC
- 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 PFC
      - 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