

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
 - 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. 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