
POLICE CONDUCT OVERSIGHT COMMISSION
Case Summary Data #18-09-06
December 2018

OVERVIEW

Complainant contends that he called in a "[s]afety and wellness" check and did not hear from anyone for an hour. Complainant asserts that he called a precinct and the talked to an officer who was "very short, rude and wouldn't" assist with his attempts to get the dispatch number. Next, Complainant claims that he attempted to speak to the sergeant on duty but was instead transferred to another officer who told him a "non-sequential story about how [the officer] didn't know certain numbers." Complainant contends that he told the officer that he didn't "appreciate being toyed with as they do most folks on the Northside." After this, Complainant states that he left a message with the commanding officer.

THE COMPLAINT

5-104.01 – PROFESSIONAL POLICING

Officers shall use the following practices when contacting any citizen, regardless of the reason for the contact: (07/24/15)

- Be courteous, respectful, polite and professional.
- Attempt to answer any relevant questions that the citizen may have regarding the citizen/officer contact, including relevant referrals to other city or county agencies when appropriate.

COMPLAINT PROCESSING

Upon reviewing the intake investigation, the Joint Supervisors assigned the case for coaching.

EVIDENCE

1. Complaint
2. Visinet

SUMMARY OF EVIDENCE

Visinet Log

Complainant's 911 call was retrieved. Officers were dispatched after a third-party not present on the scene (Complainant) stated that someone might be self-harming. Officers arrived and found everyone to be "fine." The resident turned out to be Complainant's ex-wife, and she told officers that Complainant was using 911 "check the welfare" calls to harass her and her son.

COACHING DOCUMENT

Coaching documents were returned from the precinct. The supervisor reviewed the evidence but could not reach the complainant.

The supervisor noted that the incident occurred during a special event where multiple officers were reassigned, and the desk officer had never worked the desk at the precinct. The supervisor noted that while the desk officer attempted to speak with Complainant, the complainant was unhappy and requested to speak with the desk officer's supervisor. The desk officer, having not worked the desk, struggled to transfer the Complainant to his supervisor. He alerted the sergeant present, and that sergeant assisted Complainant. The supervisor discussed call transfers with the desk officer.

The supervisor spoke with the sergeant. The sergeant told the supervisor that he attempted to assist the complainant, but when he noted that he was calling a welfare check on his ex-wife who stated the calls were harassment, the Complainant was upset. The sergeant stated that the Complainant called the sergeant racist and became hostile. Eventually, when the conversation was leading nowhere, the sergeant hung up the phone.

The supervisor completed his coaching document by stating "Sgt. [] was professional in his interactions with the complainant. Sgt. [] was procedurally just in the way he interacted with the complainant. The complainant was able to voice his concerns while being treated with respect and from a neutral space. He may not have liked the outcome of the call, but I believe he was treated in a courteous, respectful, polite and professional manner."

The supervisor did not coach the officers or find any policy violations.