

PSF-5.08 - Independent Police Review Division - Internal Affairs Division Protocols & Procedures - Service Complaint Protocol - [Printable Version](#)

INDEPENDENT POLICE REVIEW DIVISION (IPR) - INTERNAL AFFAIRS DIVISION (IAD) - SERVICE COMPLAINT PROTOCOL

Administrative Rules Adopted by Bureau Pursuant to Rule-Making Authority

ARB-PSF-5.08

1. A “service complaint” is a complaint received from a citizen regarding quality of service or minor rules violations that would not result in discipline. (Portland Police Bureau Manual of Policy and Procedure (330.00)).
2. If a complaint falls within the definition of a “service complaint,” at the conclusion of an interview with any IPR complainant, the IPR Intake Investigator shall explain to the complainant how a Service Complaint may address the complainant’s case. The investigator will apprise the complainant of the fact that there is no appeal from a service complaint. The investigator will make a notation in the IPR report to indicate if complainant agrees or disagrees with handling his/her case as a Service Complaint.
3. If the IPR Director believes that a particular complaint may appropriately be resolved as a “Service Complaint,” the IPR Director shall refer the complaint to the Internal Affairs Division and make a note of that recommendation.
4. Upon receiving any IPR referral, the IAD Captain or his designee shall independently determine whether a case may appropriately be resolved as a service complaint. If the IAD Captain concludes that a complaint should best be handled as a service complaint, and the complainant is not in favor of handling the case as a Service complaint, then the IAD Captain will confer with the IPR Director before assigning the case for resolution.
5. If the IPR Director disagrees with the IAD Captain’s categorization of the complaint as a “Service Complaint,” when the complainant is not in favor of resolution by Service Complaint, then the IPR Director shall immediately schedule the complaint before the Citizen Review Committee (CRC) for a hearing on the proposed IAD categorization. The IPR Director shall make every attempt to have a hearing on the issue conducted within two weeks of the issue coming to his attention.
6. The time limit on resolving all service complaints is ten calendar days (unless the member is unavailable due to vacation, leave, etc.) after assigned to/by the unit or RU manager. (See, PPB Manual of Policy and Procedure – Service Complaints (330.00)).
7. Upon resolving a Service Complaint, the assigned Supervisor shall contact the IPR office and advise IPR staff that the complaint has been resolved and the date of the resolution.
8. All resolved Service Complaints will be documented on a unit/division Complaint Log form. The documentation must include the action taken to resolve the complaint. Supervisors will contact the complainant, if possible, to explain how the complaint was handled. A copy of each Complaint Log form for all Service Complaints will be forwarded to IAD. (Portland Police Bureau Manual of Policy and Procedure (330.00)).
9. Upon receiving the completed complaint log form from the Precinct, IAD shall forward a copy

of the complaint log to IPR for its review. The IPR shall close out the complaint with a letter to the complainant.

10. No appeal of a service complaint shall be permitted before the Citizen Review Committee other than as described in Section 5 of this Protocol. The CRC Policy Work Group shall, however, audit complaints categorized as "Service Complaints" on a quarterly, semi-annual or annual basis, as instructed by the CRC, and provide appropriate comment to the IPR and IAD on the handling of Service Complaints on a continuing basis. No public comment by the Policy Work Group shall be permitted without the approval of a majority of the CRC.
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HISTORY

Submitted for inclusion in PPD October 23, 2002.

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