



Date: April 11, 2017
To: Dave Fuller, Director
From: Leslie Chapman, Human Resources Manager
Cc: Kris DeVore, Operations Division Manager
CALEA Yearly Review / PowerDMS

Re: **Summary of Complaint File for the Year 2016**

Per CALEA Standard 1.4.11 and CRESA Written Directive 05.049, I reviewed all internal investigations of formal complaints filed with CRESA during 2016.

The purpose of this report is to provide a statistical summary of the Agency records of internal investigations that were conducted throughout the year. This Annual Statistical Summary and Review of the Complaints is to be made available in the annual report and for the administrative board.

General Overview

The number of complaints compared to calls per year continues to show a very low ratio of complaints to calls:

<i>Year</i>	<i>Total Complaints / Concerns</i>	<i>Total Calls</i>	<i>Ratio: Complaints to Calls</i>
2016	4	408,439	1:102,110
2015	3	405,934	1: 135,133
2014	9	384,160	1 : 42,684
2013	10	375,458	1 : 37,546
2012	9	380,654	1 : 42,295
2011	23	377,412	1 : 16,409
2010	17	378,718	1 : 22,278

All complaints that were filed were due to Conduct.

75% of the complaints were internal allegations regarding violation of Agency Conduct Directive 05.038.

50% of the complaints were substantiated and issued appropriate corrective action

25% was unsubstantiated

25% was substantiated for a violation of a different directive than originally alleged and received appropriate corrective action

Summary:

All investigations were in completed within the required 30 day timeframe or if they could not be all parties were notified appropriately of an extended timeframe.

Investigators conducted the investigations in a professional manner and properly documented the investigation.

