

Categorization of Citizen Complaint Allegations

(Last Updated – March 2011)

Recommendation	Status
<p>Adopt a uniform citizen complaint tracking system by using:</p> <ul style="list-style-type: none">(1) General citizen complaint categories currently being used by OPC; and(2) Detailed subcategories that are the same or similar to those used by OPC.	<p>Adopted in part. On December 19, 2008, MPD reported that it had changed its tracking system to incorporate those cases being investigated by OPC. The department has added the six broad categories used by OPC, specifically denoting each category as being associated with OPC. For example, MPD now tracks allegations under categories labeled, “OPC Harassment,” “OPC Language,” and “OPC Conduct.” MPD did not adopt the subcategories used by OPC because the proprietary nature of the software created by IBM and Motorola make the cost associated with such changes not feasible at this time.</p>