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3/450.50 FIRE AND POLICE COMMISSION INVESTIGATIONS

A. CITIZEN COMPLAINT PROCESS

1. The Milwaukee Fire and Police Commission (FPC) citizen complaint process addresses allegations against Department members for violations of Department or FPC Rules, Department Standard Operating Procedures, or Position Responsibilities. The FPC may independently investigate a complaint filed with the FPC and discipline Department members under procedures set forth in Wisconsin Statute sec. 62.50, Milwaukee City Charter sec. 22-10, and FPC Rules. When a complaint is filed directly with the FPC, the Department will assist in investigating the complaint when requested by the Executive Director of the FPC.
2. The FPC may review and audit complaint investigations and monitor the citizen complaint process conducted by the Milwaukee Police Department in accordance with Milwaukee Code of Ordinances Chapter 314.
3. When a complaint is filed with the FPC and the Department concerning the same incident, the Chief and Executive Director shall determine whether the Department or FPC will conduct an independent or joint investigation.
4. At the direction of the FPC Board or Executive Director, and in accordance with FPC rules, citizen complaints filed with the FPC may be resolved through Rapid Resolution Complaint Inquiry Procedure (RRCI), mediation, trial, or other procedures established by the FPC.

B. FIRE AND POLICE COMMISSION INVESTIGATIONS

1. Department members will, within seven (7) days, fully and truthfully respond to all inquires from the Executive Director of the FPC, or his designee, who are investigating citizen complaints or citizen inquires made through the FPC.
2. If a member is under investigation for an alleged violation of

FPC or Department Rules, Procedures or Position Responsibilities and is subject to an interview that could lead to disciplinary action, such interview by the FPC investigator or Executive Director of the FPC will comply with the requirements set forth in SOP 3/450.25(D) *Informing the Member Procedure*. The form FPC-21 *Informing the Member Report* will be used by the FPC in place of the Department Form P1-21.

3. A member who is under investigation for an alleged violation of FPC or Department Rules, Procedures, or Position Responsibilities may have a representative of his/her choice present during an interview.
4. The investigator obtaining an oral statement will use a digital audio recorder provided by the FPC and will inform the accused member that the statement is being recorded and the digital audio recorder will be in plain view.
5. At the conclusion of a FPC-21 interview, the interviewing investigator will provide a copy of the digital recording to the member.

C. RAPID RESOLUTION COMPLAINT INQUIRY PROCEDURES

Rapid Resolution Complaint Inquiry (RRCI) is a citizen complaint filed with the FPC and then forwarded to the Milwaukee Police Department for a quick resolution. These complaints do not appear upon initial review to be a violation of Department or FPC Rules, Procedures or Position Responsibilities. A RRCI can include, but is not limited to, inquires into the quality of service, including questions concerning the behavior or action taken by a Department member or Department policies. It can also include the propriety of a Department member's actions, such as whether the action or behavior followed proper Departmental rules, policy or procedure. Once a determination is made by the FPC Executive Director to utilize RRCI, the following procedure applies.

1. The FPC will contact the appropriate Commanding Officer and provide him/her with the necessary information in order to conduct a RRCI. The Commanding Officer will either contact the complainant themselves or forward the RRCI to the appropriate supervisor in order to provide a 'rapid resolution.'

2. Once received, the investigating supervisor shall contact the complainant as soon as possible to find out the particulars of their complaint and resolve any questions or concerns with the complainant.
3. The Commanding Officer or supervisor who handled the complaint shall then contact the FPC either via phone at 286-5000 between the hours of 8:30a.m. . 4:30 p.m. or via email at fpc@milwaukee.gov and provide the following information:
 - a. The complaint number assigned to the RRCI.
 - b. Name and work location of the supervisor who handled the complaint.
 - c. Date the RRCI occurred.
 - d. Name of the individuals contacted as well as a brief synopsis indicating the outcome and/or resolution of the contact.

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