

# Memo

**To:** Chief Bryan Gilliard  
**From:** Angie Rangolan  
**Date:** January 10, 2024  
**Re:** 2023 IA COMPLAINT ANALYSIS SUMMARY

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The purpose of this report is to analyze and summarize the citizen complaints against officers as well as internal complaints. A total of 17 complaints were filed during the 2023 calendar year involving 14 officers. Eight complaints were received from outside the department during this period. The investigations initiated by the Monroe Police Department totaled nine. The complaints received were on 14 full-time sworn officers as follows: one lieutenant, four sergeants and 9 patrol officers.

## **Breakdown of complaints by type and finding:**

### Conduct Standards: 0

Exonerated: 0   Substantiated: 0   Unable to Verify: 0   Unfounded: 0

### Policy Violations: 17

Exonerated: 6   Substantiated: 9   Unable to Verify: 2   Unfounded: 0

## **Explanation of complaint dispositions:**

Exonerated: The act which provided the basis for the complaint or allegation occurred; however, investigation revealed that they were justified, lawful and proper.

Substantiated: The investigation disclosed sufficient evidence to prove clearly the allegation made in the complaint.

Unfounded: The allegation is false. The alleged incident never took place.

Unable to Verify: The investigation failed to disclose sufficient evidence to prove the allegation made in the complaint.

### **Complaint Resolution Time:**

Complaint resolution time is the time that it takes to investigate the complaint. It is measured with the starting day as being the date reported; the date the investigator and the involved member are notified of the complaint/investigation. The ending date is the date that the complainant notification is mailed or the complaint is closed and .

### **Complaint Resolution Time:**

Longest	89 days
Shortest	2 days
Average	24.8 days

The goal of these investigations is to produce a thorough analysis of each incident in an expeditious fashion to allay the concerns of the citizen complainant and also to correct any identified deficiencies on the part of our members. The resolution period of 30 days has been set as a goal for investigators handling these complaints. If the complaint cannot be handled within that time period, a request for extension must be made and authorized by the Chief of Police.

Three IA cases went beyond the 30-day time period. The longest resolution of a complaint was 89 days. In this case, we received an internal complaint from an officer regarding possible interference in an investigation by a current employee. This investigation was handled Captain Steve Morton and the Chief of Police was kept informed on the progress of this investigation as it was investigated. Additionally, any requests for extensions were approved by the Chief.

The second longest resolution of a complaint was 32 days. This case involved an employee on light duty and an allegation that the injury claimed was not as significant as reported/portrayed. The delay was related to multiple attempts to obtain proof of the allegation from the reporting party. This investigation was eventually closed as “Unable to Verify” based on the lack of sufficient evidence to prove the allegation. The Chief of Police was informed on the progression of the investigation.

All other investigations were completed within the 30-day goal and no extensions were necessary.

### **Calls for Service and Population to Complaint Ratio:**

CY – 2023 Calls for Service	60,351
CY – 2023 Complaints	17
Call to Complaint Ratio	3,550:1