Overview: The process for filing complaints was further discussed and the process flowchart was expanded.

Standardized forms should be used to regularize intake. The offices designated for intake are included on flowchart.

A pamphlet describing the process for the complainant will be available at these offices. The possibility of having an advocate available at this point was discussed.

Staff members taking complaints will need some degree of training.

Two more types of complaints were identified in addition to service, criminal allegation and misconduct, they were policy complaint and out-of-jurisdiction complaints. These are to be added to the flowchart.

There were two clarifications to the criminal allegations process, 1) referral to external investigating agency, is optional, though preferable, and 2) the findings from investigation go to the Lane County District Attorney’s office before recommendations are submitted to the Chief of Police.

There was discussion regarding appealing the investigation results to the UO President. It was pointed out that the complainant, not the committee, is the agent who should appeal. Further discussion about the scope of the committee’s role in this regard may be needed.

It was suggested that the committee should advise the Professional Standards Office when they notice trends or patterns in the types of complaints they are reviewing, possible to address policy change.

The Chief in consultation with appropriate departments will develop discipline actions.

There was some conversation about whether internal complaints will be included in the complaint resolution committee’s queue. It was agreed they would be included.

Complainants will be notified of results and findings at several junctures in the process. These were added to the flowchart. The option of mediation will also be added to the flow chart, it should be available at the front end of the process.

Definition of complaint types necessary. Mark G. will send definitions used by EPD auditor’s office.

Timeframes were discussed. The city’s averages were: 90 days from intake to adjudication, service complaints should take about 30 days to address. On average from event to adjudication takes about six months.

Definitions of roles and responsibilities are needed.