



Date: March 12, 2025
To: Dave Fuller, Director
From: Leslie Chapman, Human Resources Manager
Cc: Greg Rossmiller, 911Operations Manager
Doug Smith-Lee, Program Manager

Re: **Summary of Complaint File for the Year 2024 / CALEA Yearly Review**

Per CALEA Standard 1.4.11 and CRESA Written Directive 05.049

During October 2023 our tracking system for complaints was lost and unable to recover the information therefore I'm unable to complete this summary report with accurate data, inputted 1 as a holder and we know we had one formal complaint that we were able to capture. We implemented a new tracking system in September 2024 and were able to capture almost 50% of the year.

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

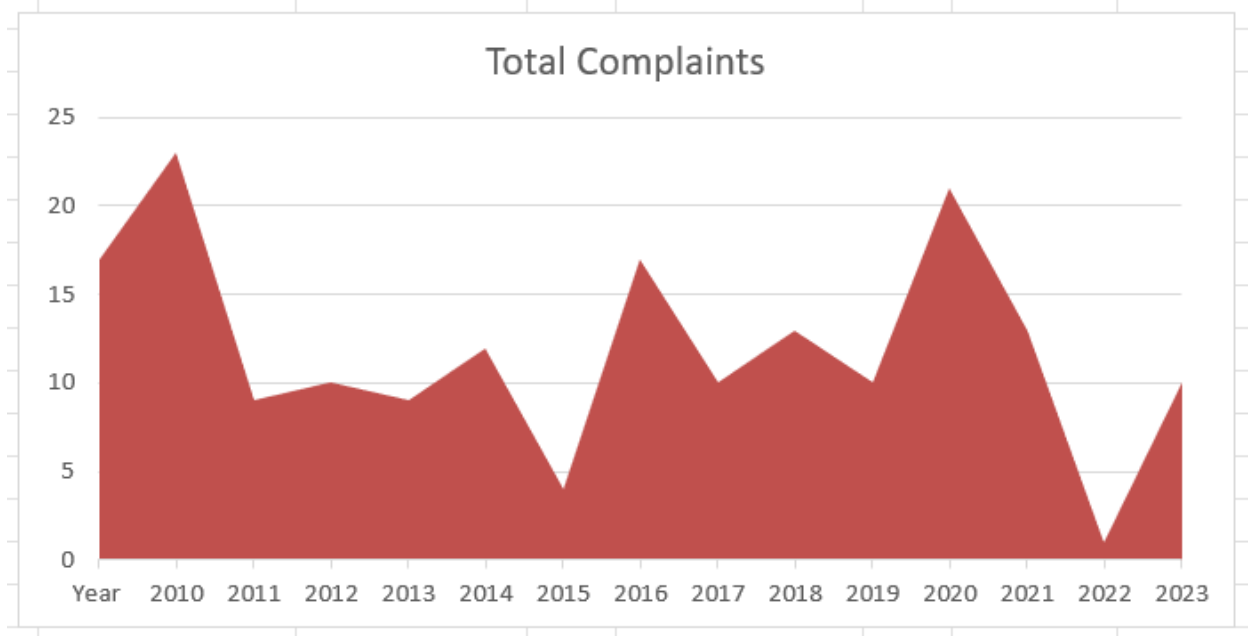
General Overview

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

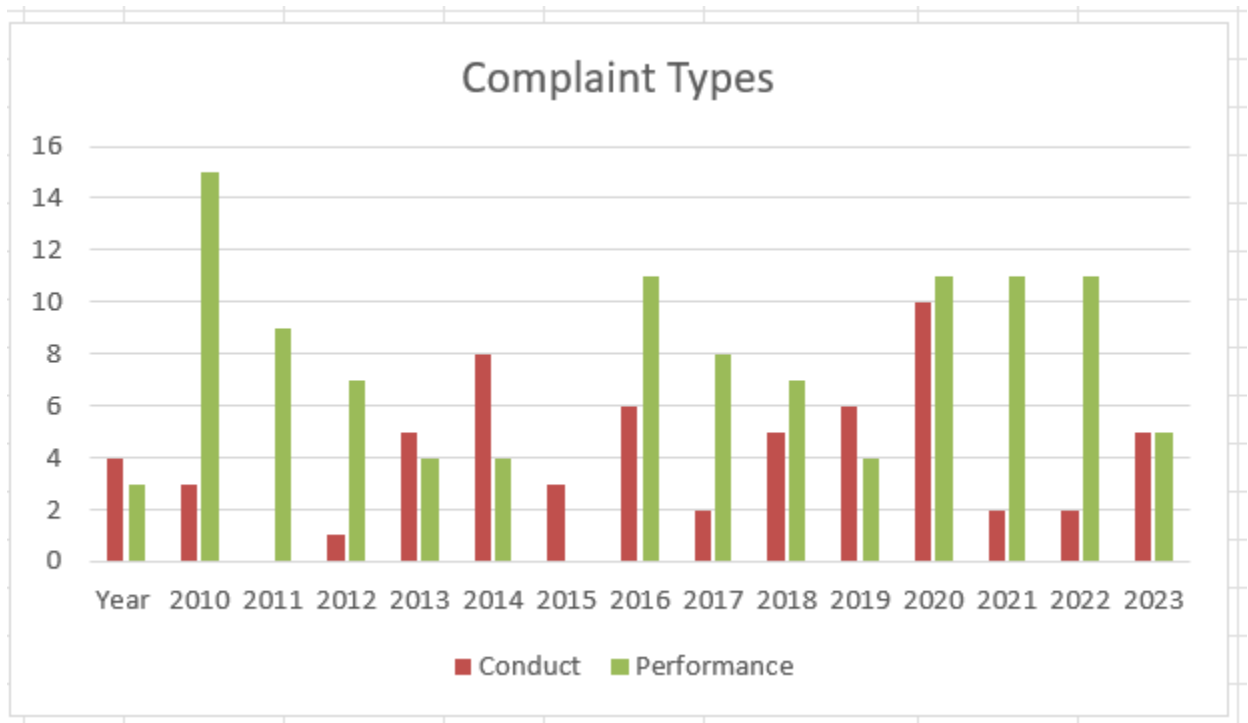
<i>Year</i>	<i>Total Complaints</i>	<i>Total Calls</i>	<i>Ratio: Complaints to Calls</i>
2024	10		
2023	1* limited data		
2022	13	430,477	
2021	21	489,403	1: 23,305
2020	10	528,579	1 : 52,857
2019	13	470,509	1: 36,193
2018	10	395,492	1: 39,549
2017	17	399,674	1: 23,510
2016	4	408,439	1:102,110
2015	12	405,934	1: 33,827
2014	9	384,160	1 : 42,684

2024 Data of Complaints



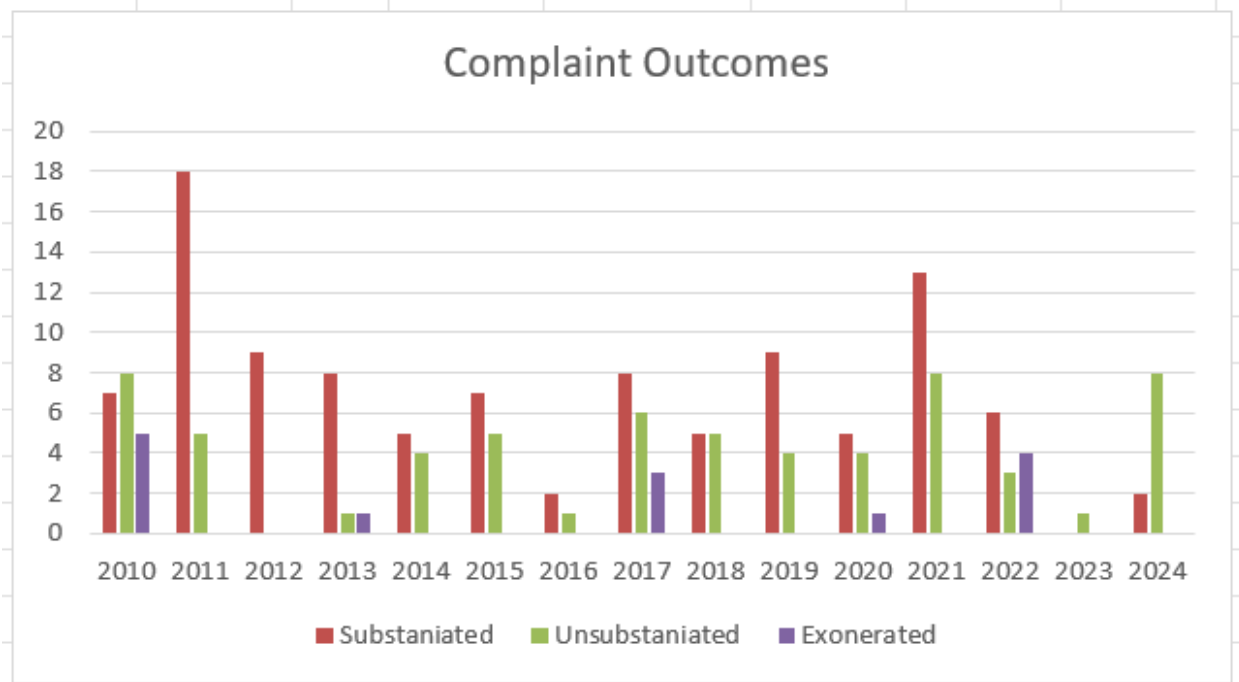


50 % complaints were due to performance

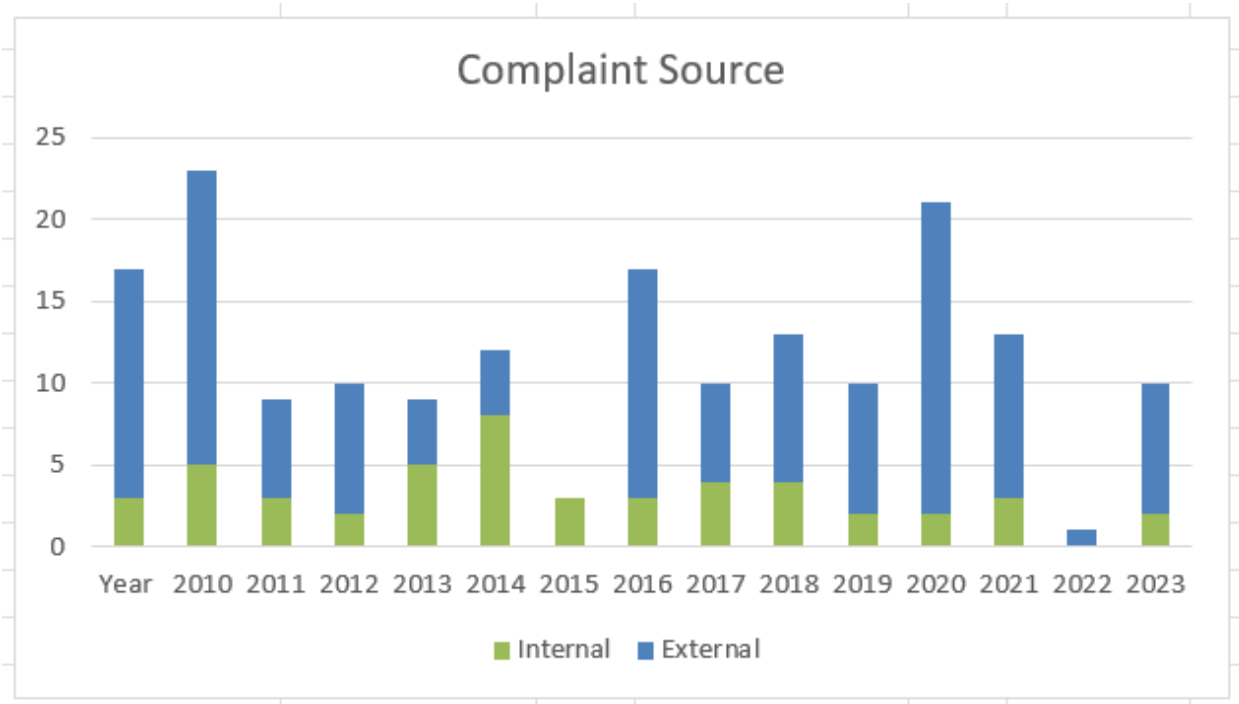


20% complaints were substantiated and appropriate corrective action applied





80% of the complaints were external complaints



0 complaints involving an internal affairs investigation

Summary:

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





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



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