



OFFICE OF PROFESSIONAL ACCOUNTABILITY

Closed Case Summary

Complaint Number OPA#2016-0007

Issued Date: 07/08/2016

Named Employee #1	
Allegation #1	<u>Seattle Police Department Manual</u> 5.001 (9) Employees Shall Strive to be Professional at all Times (Policy that was issued 04/01/2015)
OPA Finding	Not Sustained (Training Referral)
Final Discipline	N/A

INCIDENT SYNOPSIS

The Named Employee was working his regular shift.

COMPLAINT

The complainant alleged that the Named Employee was rude, condescending and mocking.

INVESTIGATION

The OPA investigation included the following actions:

1. Review of the complaint email
2. Interview of the complainant
3. Review of 911 calls
4. Search for and review of all relevant records and other evidence
5. Interview of SPD employee

ANALYSIS AND CONCLUSION

The complainant alleged the Named Employee was “rude”, “intimidating” and “very cold” in the three times she spoke with him on the phone. The OPA investigation was able to locate only two calls between the complainant and the Named Employee. There was nothing heard on the recordings of the two calls that was objectively rude, intimidating or unprofessional such that the Named Employee’s actions constituted a violation of SPD policy. However, based on the audio recordings of the calls, the expressions of dissatisfaction by the complainant and the Named Employee’s own assessment of his performance during those two calls, it is clear his performance could have been better. The Named Employee stated during his OPA interview that he has been working to improve how he interacts with callers and that he thinks he has improved in the nearly six months since these two calls took place. It would be beneficial for the Named Employee’s supervisor to listen to a sample of recent calls handled by the Named Employee to evaluate his current performance and provide whatever additional training or coaching would be beneficial.

FINDINGS

Named Employee #1

Allegation #1

The evidence showed that the Named Employee would benefit from additional training. Therefore a finding of **Not Sustained** (Training Referral) was issued for *Employees Shall Strive to be Professional at all Times*.

Required Training: The Named Employee’s supervisor should review the two calls from this incident and compare them with a sample of recent calls handled by the Named Employee. To the extent the Named Employee has made noticeable improvement since January, his supervisor should provide appropriate reinforcement. To the extent still more improvement is needed, appropriate training and coaching should be provided.

NOTE: The Seattle Police Department Manual policies cited for the allegation(s) made for this OPA Investigation are policies that were in effect during the time of the incident. The issued date of the policy is listed.