

Police Complaints Intake Process in Law Enforcement Agencies: An Analysis in King
County, Washington

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Abstract: The matter of police-community relations has been a constant strain on the trust between officer and civilian. In King County, Washington, there are over 40 different police agencies serving over two million people. Each agency operates with their own policies and agendas for civilian complaints toward officer conduct. In determining the best practices for standardizing this process, research study will analyze several municipal police departments complaint procedure using a mixed method research design. Differences are expected between department's ability to conform to federal and state legal minimums, provide accurate and attainable online information, have knowledgeable employees, and how these associate to demographic variables. Evaluating policies and practices will provide feedback for improving police-community relations and more accurately evaluate their own policies through the conduct complaint process.

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Chapter 1-Purpose of Study:

The purpose of this study was to analyze the intake policies and procedures of civilian complaints in law enforcement offices throughout King County, Washington. Several of studies and surveys conducted on understanding the community needs when dealing with law enforcement have shown a clear dissonance between police officer and civilian (Parish, n.d., Walters, I., Brown K., (2000), Terrill, W., & Ingram, J. R. (2016). Researchers in the criminal justice field are in consensus that the system of police complaints submitted by members of the public did not, and still does not, work despite the progress made since the civil rights era (Earle, H., 1967). Empirical research on have clearly outlined guidelines for small and large police agency best practices (Office of Community Oriented Policing Services, n.d.). To address these issues, advocates from outside and within law enforcement agencies have made an effort to align themselves with these standards.

Despite the great strides made to compromise between these organizations, rarely do these studies have a larger impact on the processes. Unless brought to the attention of media or legislative bodies, law enforcement agencies can also show an inclination to ignore or cherry pick what aspects of a recommendation they integrate. Police agencies have recently shown a general willingness to adopt a small few recommendations made through these studies into their policies and standard officer training, as seen in the general cooperation between the King County Sheriff Office and the Office of Law Enforcement Oversight (OLEO). These studies have not yet focused on determining if police agencies are meeting the legal requirements from a federal or state level for the complaints process and if the officers themselves are acquainted with a significant function of the criminal justice process.

This project aims to add to the discussion of procedural justice by examining the intake policies and procedures of civilian complaints in law enforcement offices throughout King County, Washington. It will examine how well police agencies conform to regulations, how well employees of police agencies know the procedures, and how attainable is online information about filing police complaint by civilians. This project will examine the differences between municipalities based on socioeconomic characteristic variables such as median income of each municipality and if these intake procedures are different by socioeconomic characteristics of the community. To analyze police procedures, we examine the following variables: police agencies are able to conform beyond the minimum regulations, are knowledgeable, can easily provide online information about how to file complaints, and show a difference between municipality population and average area incomes.

We ask police officers to respond to a series of questions to measure the above variables however, we acknowledge that officer perspective of the intake process for complaints does not cover all aspects of police-community relations issues and omits the community perspective. However, the contributions of this project lie in the fact that most explorations into the topic include interviews or surveys by law enforcement but as a smaller aspect of civilian perspectives. Further, little research has been done on the process itself, likely due to the differences each department has on the process and that government information is difficult to obtain. This project attempts to address these limitations and identify the next steps in developing a standard guideline for addressing civilian complaints that are applicable to Washington state and aligned with federal policies in the US.

Chapter 2-Review of Literature:

Police-Community Relations: a perspective on how civilians view the police complaints process.

The US Department of Justice states that trust and cooperation between community members, particularly minority groups, and police agencies is essential “to maintaining public safety and effective policing (US Department of Justice Community Relations Service, n.d).” This statement recognizes that trust and partnership between policing and civilians are important as civilians can, for example, provide important information about crime for officers who utilize that evidence to protect their jurisdictions in a symbiotic relationship.

An earlier study conducted by the City of Seattle Office of Policy and Evaluation (1981) aims to identify the typical contact between civilians and police as well as the perception of the complaint investigation process by civilians who have used it. Study methodology utilized telephone interviews to assess general resident complaints, and attitudes toward the Seattle Police Department. The results of their analysis show that typical civilians perceive the internal investigations process is unfair. A study conducted in 1981 in Seattle revealed that complainants are also more likely to rate contact with law enforcement staff higher than officers mentioned in complaints, affirming they preferred enforcement staff than the officers (Seattle Wash. Office of Policy and Evaluation, 1981).

A public satisfaction survey at the University of Dhaka conducted an exploratory in-person survey of people coming into police stations in order to understand the satisfaction rate of individuals utilizing the police department services. The results of their survey revealed public perception is deeply manipulated by media provocations, rumor, and the over or underestimation of available facts (Ahmed, A. I. M. U. 2013). Common civilians, defined as the non-users of the complaints system, hold negative images of the police while views from users of the system are

positive. Satisfaction with current police practices is high although malpractice and dissatisfaction still occur.

Another study conducted by Warden, Bonner, & McLean (Worden, R. E., Bonner, H. S., & McLean, S. J., 2018) examined the views of civilians accessing the complaints process and their perceptions. Interviews were conducted with complainants about their experiences with complaint review in a city that has civilian oversight committees. These committees have the responsibility to analyze complaints against officers or departments, sometimes to recommend penalties in sustained complaint cases. Researchers collected data from citizen review board files and found that if procedures appear to be fair, even if the outcomes are not, people are more satisfied. They also found the more independent and well-defined a [police] process is, the fairer respondents found the procedure. Interestingly this study found that most complainants prefer acknowledgement of wrongdoing and apologies rather than punishment of officers. Based on the evidence Warden and colleagues suggest that sources of information need to be clear, simple, and non-threatening toward civilians. The researchers also suggested organizations like non-profit legal agencies, specifically those not affiliated with law enforcement, should be available to make the process simpler to understand and easier to communicate with civilians.

Police Organizational Structures: the responsibility of law enforcement officials and police agencies.

Police departments provide vital resources to communities and a part of that duty is to be held accountable for those services. Officers serve in multiple roles and are first responders, crisis intervention workers, role models, protectors. Additionally, each role brings intense scrutiny and pressure and therefore, it is the job of each police agency to be accountable to the community for their work.

An analysis by former LA County sheriff chief and police-community relations instructor Howard H. Earle focused on the role of law enforcement administration and officers as an informational guidebook. Earle suggests having printed material available to inform anyone of the various procedures of the police complaints process and to make the public aware that complaints are welcome and that alternative routes of action are available. Despite the potential benefits, traditional standards in criminal justice have not acknowledged the necessary function of communities and policing (Earle, H., 1967).

An example of a changing traditional structure in relation to how law enforcement officers deal with community needs is highlighted in the research of Buttle & Deckert. Their work aims to explain in part why independent police oversight is significant for police legitimacy, public confidence, and citizen cooperation in New Zealand. Current police complaints reform is aiming to make the system develop more independence, transparency, and accessibility for civilians. This is often seen in providing more funding of independent bodies of investigation and individuals within the system who are not linked to the various parties of the criminal justice system (Buttle, J. W., & Deckert, A., 2017). A separation between the administration under inspection and oversight groups can help ease concerns and this work has led to changes to the traditional procedural justice process in New Zealand.

Process Knowledge: Police employee understanding of the complaints process.

Law enforcement personnel have a main role in the research and development of procedural justice reform. While the complaints process is designed in mind for the civilian, officers are the first in line to respond to these issues and their comprehension and sentiments of the process can have a larger impact during times of police intervention.

A research study conducted by a diverse group of Seattle civilians from offices such as the Seattle Attorney and former judges valued the mechanisms in place within the Seattle Police Department to encourage and support citizens and employees who witness police misconduct. Written, telephone, and in-person interviews, as well as public hearings were conducted for the community members in Seattle to voice their concerns about a police agency. In addition, the researchers reviewed policy and procedure manuals from several other counties and cities, as well as within the police departments' own guidelines. Several problems were found, including instances of misplacing or deliberately misdirecting complaints and unclear policies. These problems can create the perception among citizens that the department does not take complaints seriously. The findings of this study demonstrated a widespread lack of effort to make information about the complaint procedure accessible to civilians (Johnson, C. V, Durkan, A. McKay M., Pasenelli, B.1999).

One of the few studies focused on police officers rather than civilians is an anonymous survey sent out by De Angelis and Kupchik. This study examined the attitudes of over 300 police officers from one U.S. city regarding their satisfaction with their system of citizen complaints and officer misconduct (De Angelis, J., & Kupchik, A., 2007). They found in their analysis that the perceptions of authority and procedural justice can influence the citizen respondent's satisfaction. The results revealed that both perspectives have high importance to an officer's satisfaction with the process.

Effective Procedures: Recommendations for alternatives to the current complaints process

Traditional systems of civilian complaints and police agency processing have continued to leave all parties unsatisfied. Structures are inconsistent and studies around the issues of civilian complaints have noted many suggestions of best practices.

Mediation, as defined by Walker et al., settles disputes between individuals in a safe environment with an emphasis on mutual understanding (Walker, S., Archbold, C., & Herbst, L. 2002). This usually involves a neutral and confidential professional mediator who facilitates the meeting. Issues involving police officers such as “misunderstandings, failure to communicate, or inappropriate behavior” can be addressed through mediation rather than lengthy internal complaints processes or expensive court proceedings. The mediation process can benefit officers, citizens, police accountability methods, community policing values, the complaints process, and the entire criminal justice system (Walker, S., Archbold, C., & Herbst, L. 2002).

Further, from case studies on police complaint procedures and incidences, Hopkins notes “in the absence of the independent and effective investigation of police complaints, civil litigation is a vital accountability mechanism for victims of police misconduct.” Hopkins suggests solutions such as legal aids centers or services for minority community groups which should be given more capacity to do their own litigation as most complaints come from those places. Legal Aid Funds should be developed by the municipality to provide civilians a path to litigation for serious complaints (Hopkins, 2011).

Parish et al. examines the way police departments and their officers deal with complaints from citizens. Parish et al. suggest revising the complaints process with a bottom-up or third-party framework and suggest a new structure can assist in the debates around officer judgement. They argue a working police complaints system provides the data to discuss the legitimacy of the police policies from an organizational and constitutional position (Parish n.d.).

A lot of recommendations increased alternative trainings, etc. other methods, based on my findings they are already attempting to address those issues. The problem in how officer-civilian interactions are currently being addressed by cities and counties is that plans are sporadically implemented, and lack follow through. Few cities in King county are willing to devote substantial time and effort on improving the civilian feedback system for police misconduct. Studies on the subject have thus far not suggested that the process be uniform within a particular area to increase efficiency and communication between officers and civilians. It is instead considered acceptable that each jurisdiction will handle feedback systems their own way. This has resulted in an unjust system, in which some civilians will have access to a better, more functional process simply due to their location.

This study builds report aims to provide compelling evidence of a neglected system in need of repair. The legislature or the police agencies themselves can provide a standardized and easily accessible process throughout King County or even Washington State. We have diverse populations, but members of this public have the same thing in common: they need an easy, accessible, and amiable way to voice their concerns and complaints. Additionally, knowledgeable officers will be in a better position to perform their duties through an increase in procedural transparency. Also, the potential to resolve disparities in resource availability per socioeconomic status should also be considered.

Chapter 3-Methodology:

Participants

This project surveyed a sample size of n=41 law enforcement agencies in King County, Washington. Participants in this project included current employees, officers and department personnel, from each police agency- including transit and King County Sheriff contracted cities.

Contracted cities are defined by KCSO as partnerships which share resources, expertise, and cost including all services provided by the Sherriff's Office (King County Sheriff Office 2019). This project did not include tribal agencies, university affiliated police, or any former employees. This is an exploratory study, therefore the number of survey responses may not represent the total number of law enforcement agencies in King County.

Design and Materials

This project replicates in part the American Civil Liberties Union- Connecticut Branch research on police complaints within the state of Connecticut, including three of the four research questions used (ACLU 2012). Significant changes made to the original study included the scope from state-wide to county and the demographic research question. Jurisdictions were assigned based on zip code for clarification of urban, suburban, or rural areas. Using the US Medicare Zip-code classification systems, each response was categorized as population per square mile, from the American Community Survey 2017 estimates (US Census Bureau, 2010). This designated each zip code as an urban area with $\geq 3,000$ people per square mile, a suburban area with $\leq 1,000$ and $\geq 3,000$ people per square mile, and a rural area with $\leq 1,000$ people per square mile. Qualitative and quantitative data was collected using convergent parallel mixed methods research. Thematic analysis was used on qualitative responses by reviewing answers from survey and developing initial codes. Patterns shown in data were reviewed and defined with a theme including code name, description, and survey response.

This anonymous survey was conducted via an emailed link to an online questionnaire to each police agency. Email was determined to be the simplest method to allow for secure access to a survey online. Points of first contact were chosen based on the availability of a department-wide email server. Though the survey was anonymous many police municipalities did not

publicly provide general department contact information. This required that the researcher contact a public information office within the department or the highest ranked employee. All correspondence between researchers and law enforcement agencies was deleted. The survey was created via University of Washington affiliated Google Forms survey software and sent thru University of Washington email. All documents containing data or preliminary research were encrypted with a password for security. The researcher and advisor will be the only individuals with access to any identifiable information, however no identifiable information will be used or stored in the analysis of the survey data.

Data Collections Procedure

This project was conducted as a graduate research capstone using data collected via survey methods and obtained thru census sources. Descriptives and frequencies were conducted on all demographic and main study variables. Quantitative survey data was analyzed using SPSS (IBM Corp.). Analysis types included correlative examinations on responsiveness to survey questions and demographic data. Using a preliminary examination of each law enforcement agency's website prior to contacting each department, the attainability of online information could be measured as seen in Table 28. The written policy on complaints, a form for civilians to fill, and availability of alternative languages were all assessed. For cities that contact with the King County Sheriff Office, the inclusion of a link to the KCSO complaints form was also examined.

Qualitative data was analyzed from survey responses using thematic analysis. The dependent variables in this study measured demographic data including classification of zip-code area (urban, suburban, and rural) and median municipality income. The independent variable was

survey data, a mix of both binary quantitative and qualitative answers. Respondents were asked to provide responses on the details of their department's civilian complaint procedure.

Key variables in this project included measuring how well police agencies conform to regulations by comparing their written policy and procedures to federal and state laws in a logic model. We also included variables that measure how well employees of police agencies know the procedures of their department. The attainability of online information about filing police complaint by civilians was measured by a preliminary examination of the law enforcement agency websites. This showed accessibility of written policy and information of the complaints process available to the public. Relationships between law enforcement zip code classification and socioeconomic characteristics were measured by obtaining zip code survey data and average community income census data for each zip code. An examination of the connection between average income census and zip code highlights differences in availability between municipalities.

Ethical Considerations

IRB approval was sought for this project prior to contacting police departments. This survey was conducted voluntarily, and participants had the right to not answer any or all questions asked. As much information as possible was provided to participants through the survey consent form before they were able to answer any questions. Consent was obtained by all respondents included in the analysis. Anonymity and confidentiality were protected to the best of abilities.

Limitations

Limitations from this project can be seen in the possibility that employees of these agencies can feel pressure to respond in the affirmative. Despite attempts to make this survey as secure as possible given the chance that employees who are given access to the survey may

provide non-employees with access. Agencies and individuals may also choose to not participate in this survey. The most impactful limitations would be the time constraints put on survey disbursement, data collection, analysis, and publication. Due to the small number of responses obtained through the survey, responses with zip-codes outside of King County were included.

Chapter 4-Results and Discussion:

Demographics

All demographic data tables can be found in Appendix E. Thirty-eight total individual responses were collected using the electronic survey sent via email to the 41 law enforcement municipalities, including 14 agencies with contracted services thru the King County Sheriff Office (KCSO). Of the 38 total survey responses, 37 provided consent and one did not provide consent thus the non-consented response was not included in the analysis (Table 1).

Thirty-five respondent zip codes were within King County while three were outside King County, and one of the 35 respondents did not include a zip code (N=38) (Table 2). Of the 35 zip codes within King County, seven zip codes had multiple respondents. The zip codes with the largest percentage of responses greater than 5% came from zip code 98101 with 5 (13.5%), followed by 98104, 98124, 98122 with three (8.1%), and 98105, 98133, 98142 with two (5.4%).

The median household income (n=37) for the zip codes shows that the most common amount is \$68,750 (13.5%), followed by \$72,018 (8.1%), and \$37,610 (8.1%). Two-point seven percent of respondents did not provide a zip-code, thus a median household income could not be determined (Table 3).

Based on the classification of urban, suburban, and rural using a cross-tabulation and demographic analysis between variables [zipcode] and [classification] (Table 4), we can determine that the majority of respondents (n=38) have zip codes in urban areas (70.3%) while

less than half are in rural (21.6%) with fewer in suburban areas (5.4%). Two-point seven percent of respondents did not provide a zip code and thus could not be classified.

Most respondents answered 'Yes' to having a written policy regarding the intake of police conduct complaints from members of the public (n=38). Only 5.4% stated they do not have a written policy (Table 5). When asked if there was a public process for members of the public (Table 6) to file a complaint against police conduct, an overwhelming majority answered 'Yes' (91.9%), while only 8.1% answered 'No' (n=38).

Most respondents stated that members of the public are not required to speak with someone when submitting a complaint (89.2%) while 2.7% stated they were required to do so (n=38). Eight-point one percent of respondents did not provide an answer for this question (Table 7). Respondents were asked to answer how long the process of submitting a complaint usually takes (n=38). Those with a valid percentage higher than 10% of responses said '90-180 days' (48.6%). Twenty-seven percent answered 'other' because the process can be too complex to narrow down into ranges (Table 8).

Table 9 shows the survey question asking respondents if there is a specific complaint form for members of the public to fill out. Over half (67.6%) responded 'Yes' while 32.4% answered 'No'. A follow up question for analyzing those with a valid percentage of at least 10% (Table 10), showed that a majority of respondents who do provide a specific complaint form (18.9%) provide their complaint form with the most options for civilians which includes online, mail, fax, phone, and in-person while 13.5% provide online, phone, and in-person services (n=38). The largest frequency of respondents did not provide responses to the question (32.4%).

More than half of respondents (67.6%) state they do not require notarization for submission (n=38) while 32.4% did not provide a response to the survey question (Table 11).

Table 12 shows the binary questions related to the acceptance of anonymously or third-party complaints (n=38). The majority of respondents answered 'Yes' (89.2%) while only 10.8% answered 'No' (Table 12).

Most respondents answered there was no time limit to file a complaint (32%) and 13.5% stated there was a time limit (n=38). A follow up question for respondents who answered there was a time limit to file a complaint was not measurable in the ranges provided. Instead, all respondents provided write-in responses and stated the time limit to file a complaint can be years later from the initial incident (Table 13, 14).

The majority of respondents do allow minors to file a complaint (91.9%) while only 8.1% do not (Table 15, 16). A follow up question to respondents who do not allow minors to file complaints asked if there was an alternative process in which 66.7% do have an alternative process and 33.3% do not (n=38).

The most common language complaint forms (Table 17) are available in is only English (21.6%), followed by 18.9% of respondents answering a larger variety of English, Spanish, Vietnamese, Chinese, and other languages (n=38). A portion of respondents did not provide a response or answered only unknown (18.9%).

When asked to answer if translators were available, most answered 'Yes' (86.5%) while 5.4% answered 'No', and 5.4% answered they have a translation feature on their website/form (n=38). Two-point seven percent of respondents did not provide a response to this question (Table 18).

As seen in Table 19, asking the question of citizenship (Table 19) requests on complaint form or during submission, has a 100% 'No' response (n=38).

A large portion of respondents (Table 20) state that information about the police conduct complaints process is a part of their training (83.8%) while 16.2% stated that their training did not include that specific information (n=38).

Research Question 1: How well do police agencies conform to state and federal regulations?

A logic model (Table #21) depicts the current Washington State and Federal government regulations around government official misconduct, specifically law enforcement officers. This will highlight policies from the federal and state levels and their alignment with the following state and federal laws.

The Deprivation of Rights under Color of Law from Title 18 of the United States Code (18 U.S. Code § 242) makes it a crime for any public official, as defined in this statute as specifically law enforcement officials, to deprive another individual of their constitutionally protected rights.

The Violent Crime Control and Law Enforcement Act of 1994 (42 U.S.C. 14141) re-codified as the Law Enforcement Misconduct Statute (34 U.S.C. § 12601), makes it unlawful for a government official to engage in a pattern or practice of conduct that can deprive people of their rights as protected by their federal and state constitution. These laws also give the Department of Justice and Attorney General the power to investigate and, in appropriate circumstances, develop improvements to correct the patterns or practices (US Department of Justice, 2019).

Title 42 of the US Code (Title VI of the Civil Rights Acts- 42 U.S.C. § 2000d et seq.) and Title 34 of the US Code (Crime Control and Law Enforcement- 34 U.S. Code § 50104) both prohibit discrimination on the basis of race, color, national origin, religion, or sex in programs

and activities receiving federal financial assistance (US Department of Justice, 2019). Financial assistance can mean funds, equipment, training, and workers which many State or Local law enforcement agencies utilize for their own departments.

Title 43 of the Washington State Legislature regarding racial profiling (Racial profiling—Policies—Training—Complaint review process—Data collection and reporting (RCW 43.101.410) requires local agencies in Washington to “comply with recommendations from the Washington Association of Sheriffs and Police Chiefs.” Racial profiling is defined by the Washington State Legislature as “the illegal use of race or ethnicity as a factor in deciding to stop and question, take enforcement action, arrest, or search a person or vehicle with or without a legal basis under the United States Constitution or Washington State Constitution.” Agencies are also required to have a written policy, consistently review existing procedures, continue training to address issues, work with minority community groups, and collect demographic data on traffic stops to ensure no racial profiling occurs in their departments. Law enforcement agencies in Washington State are required to have a citizen complaint review process that is accessible and fair to citizens to address complaints of racial profiling.

Under Title 42 of the Washington State Legislature concerning the failure of a public official to do complete their employed responsibility (Failure of duty by public officer a misdemeanor (RCW 42.20.100). It is considered a misdemeanor if a public official willfully neglects to perform their sworn duty. In this case, police officers, as public officials, swear an oath to support the federal and state laws, including ordinances of local jurisdiction as fairly and thoroughly as possible.

Title 9A of the Revised Code of Washington State notes that a public servant will be charged with a misdemeanor if found guilty of official misconduct, specifically if they

intentionally aim to benefit from or deprives a person of a lawful right when they commit an unauthorized act under ‘color of law’ or intentionally fails to do their job (Official Misconduct, RCW 9A.80.010).

Using the Logic Model, we can determine that many respondents provided evidence of their own department policies which go above and beyond the Washington State and federal requirements. It should be noted that some respondents have been found to come from the same zip-codes and thus are providing the same information. Other respondents were able to provide their department policies and procedures which follow the guidelines in the logic model. The findings conclude that law enforcement agencies are attempting to line up with the laws from a federal and state position regarding official misconduct.

Research Question 2: How well do employees of police agencies know their procedures?

Using results collected from the online survey, quantitative data was examined to demonstrate the knowledge of respondents toward department procedures and policies about the complaints process. Additionally, qualitative data was evaluated using thematic analysis (Table 22-26). Five of all survey questions asked had qualitative responses. Two overarching themes were identified within all 5 qualitative survey questions. The 5 themes are labeled based on the question asked, then coded and depicted based on the answer to the question by each respondent.

The first theme “knowledgeable” represents respondents showing a strong understanding of the process in a way that can be articulated to civilians. When asked to provide information, employees are able and willing. Twenty-one of the 37 total respondents provided links, descriptions, or instructions on how to access the written policy their department has on complaints (Table 22). There were ten different codes used in this survey question. This demonstrates an abundance of information which employees can recognize and deliver upon

request of civilians. Employees also could provide comprehensive descriptions of the policy process (Table 23) and six distinctive codes. When asked to describe the process of investigations of complaints (Table 24), responses were also very detailed in the description of who and where these complaints go to. Five individual codes were used to describe these survey responses.

Another major theme is the “negative aspects and viewpoints” in which law enforcement officials are clear and concise about the failings of the current reporting system of misconduct. They understand their roles in the process and the limitations. Respondents were asked to provide information about the type of training they receive about the complaints process (Table 25) which has a majority demonstrating a strong, if not overwhelming, training experiences. This survey question resulted in nine different codes. The last question of the survey asked respondents to provide suggestions of improvement for the civilian complaint process from the perspective of a police agency employee (Table 26). This survey had nine unique codes and the responses demonstrated some considerate thoughts toward changing the system.

Not all qualitative responses from the table will fit into the larger themes. For ease of data collection and analysis they will not be included in the analysis of the two themes above but will be included in the table (Creswell, 2014).

Research Question 3: How attainable is online information about filing police complaint by civilians?

Initial screening showed only two law enforcement agencies provided their written policy on a civilian complaints webpage (Table 28). One (1) of the agencies who provide a written policy on their webpage is also a KCSO contract city. Providing a form for civilians to use is important for collecting data on unjust practices and officers. It also allows police agencies to

identify the shortcomings and merits of their own policies. Sixteen (16) of the total agencies in King County provide a form in some capacity. The detail and instructions of each form does vary by municipality. King County has identified the 20 most common languages spoken and guarantees translated publication all public communication materials into Spanish “as soon as feasible with available resources (King County, 2011).” Two (2) of the 41 departments contacted provide their complaint forms in alternative languages. Four (4) contracted cities provide a link on their complaints webpage that directs users to the KCSO complaints form while 2 provide only a link to the KCSO official website.

Research Question 4: Is there a difference between municipalities based on socioeconomic characteristic variables such as median income of each municipality and are these intake procedures different by socioeconomic characteristics of the community?

A Spearman’s R two-tail correlation for the data revealed that there was not a significant relationship between median household income of a community and zip-code $r(32)=.914$, $p<0.05$ (Table 28). The participants were asked to include their zip-code, which was then used to create the variable depicting the median income for their provided zip-code. The two variables had a very weak correlation $r=0.000$, $N=34$, indicating a weak relationship between the variables. The high p-value suggested the observed correlation is very unlikely due to chance thus we conclude that any differences between municipalities and procedures are too small to quantify or nonexistent in this project between socioeconomic characteristic variables and zip-codes.

Discussion

Results of this analysis overall reveals that officers and employees at police departments are clearly knowledgeable about the civilian complaint process and can reiterate that information in a clear and concise manner when requested. This project has also shown that the provided

departmental policies are on par with state and federal regulations. But the variability of the complaint forms and online information regarding the process is not up to recommended industry standards. More specifically, some jurisdictions have knowledgeable and well-trained employees as well as available methods to submit a complaint which comply with known standards, despite the general lack of easy access via online methods. We can also note that the average household income in a municipality did not have a strong correlation to the provided respondent zip code. Nearly all respondents are within King County and a majority are in urban zones with median incomes of those areas between \$60,000 and \$70,000.

King County does not provide the same level of access to all its civilians. Individuals living within miles of each other have differing qualities of law enforcement interactions, access, and information. Differing variables can contribute to the directions of funds from the county to the city level, making compliance with suggested changes difficult. But online resources should be the easiest to change.

From *Research Question #1*, the ultimate objectives of these regulations, both federal and state, are to protect individual rights of civilians while providing public officials with the tools and guidelines to reduce liability. Policies, or links to policies, submitted through the survey show that each of the laws included in the logic model are seen in individual department policy manuals. The findings do line up with what is known about federal and state guidelines.

The survey responses obtained from *Research Question #2* demonstrates that employees in King County, Washington are familiar and knowledgeable with the processes of police complaints. Employees of police departments can establish their expert familiarity with the process. When requested, law enforcement officials in King County step-up to the challenge of providing information about a sensitive topic in a clear manner. They understand what is

working well and what is failing. The polite and helpful suggestions for improvement given by personnel was surprisingly insightful and unquestionably unnoticed by department policymakers. It is apparent, when given an anonymous outlet, employees will also vent frustrations which concluded in several sarcastic responses. Overall, law enforcement workforces are untapped in their insights and this analysis demonstrates a need for additional research into the inner workings of the procedural justice system.

Research Question #3 shows that the information one would expect to find on a police departments website, such as complaint form, complaint intake process, and policy, is not easily attainable. The average civilian would not easily find the policies or forms if they were directed to a department's website. Based on the increasing civilian population, of which English is not their first language, access to these website functions is not straightforward. The lack of available translated forms or functions does not make this form effortlessly understood. As each complaint form from the reviewed departments has differing directions and collects diverse information, there is no set standard for what an individual could be expected to provide on a form.

The socioeconomic status variable median income of a community and a respondent's provided zip-code from the survey had no relationship within *Research Question #4*. This signifies from this project that the median household income of a respondent's zip-coded area is very weakly or not at all associated with their individual or police agency jurisdiction. Therefore, we fail to reject the null hypothesis of no relationship or association between variables. We can conclude that there was not a difference between municipalities based on socioeconomic characteristics variables nor was there enough evidence to suggest that intake procedures are different based on the socioeconomic characteristics of the communities.

Chapter 5-Conclusion

Major findings

The questions asked as the beginning of this project focused on a law enforcement department's ability to conform to federal and state legal minimums, their capability to provide accurate and attainable online information, if they have knowledgeable employees, and how these topics associate to the demographic variables. While not every answer was polite or answered, the responses collected did provide a picture of a growing county adjusting to a change in the political climate. Minority communities and law enforcement agencies have a long way to bridging the gap between their own goals. This research is a small part of a larger issue surrounding criminal justice.

Implications

Results obtained from this research highlight the importance of forming a federal and state standardized guideline for civilian complaints on police conduct that is easy to access and understand. By continuing to emphasize the practices of city, county, or state policies around the country, we are demonstrating that no two cities have the same process of informing police departments of inappropriate behavior or misconduct.

Limits of Experiment

Some limits found following this project included allowing respondents to write in responses for quantitative survey questions and applying zip codes as an identification tool of police agencies. Specifically, using zip codes can create confusion in results as zip codes and city or county limits can often overlap. The jurisdiction of a single police department can include several zip codes as well. There was also some expected bias from researchers who reside in the area of study. Any negative or positive involvements witnessed or experienced, with police

agencies and officers can skew perceptions. Qualitative data collection and analysis can be more difficult to replicate as each researcher will obtain different results and thematic analysis styles.

Internal Validity

Several threats to the validity of this experiment can have impacts on the perceived results. Participants can drop out at any time during the survey process which can have a threat to the internal validity. Other threats can include history, as events have occurred within the past year which have put increased public pressure on law enforcement agencies in King County. This means these events could change a respondent's feelings toward a survey about complaints. Another likely threat could include having participants of the survey could communicate with each other, influencing responses. To ensure internal validity, researchers can prepare for the opportune policy window, have a larger sample size, and require identification codes for survey to create unique responses (Creswell, 2014).

External Validity

With precautions taken by acknowledging the limitations of the experimental design and research population, threats to external validity can include a restricted timeframe of the results. This means that the results cannot be effectively generalized to past or future situations. Characteristics of participants are unique to this experiment and would be difficult to generalize to persons who do not share the same individualities (Creswell, 2014).

Appendix A: Survey

7/12/2019

Anonymous Police Community Survey

Anonymous Police Community Survey

CONSENT FORM

PI: Alexandra Portillo, Principle Investigator, University of Washington, Bothell xanport@uw.edu

Researchers Statement:

Thank you for choosing to participate in this anonymous survey. Before taking the survey please read this consent form carefully. These sections of this consent form will cover the purpose of this research, tasks you will be asked to perform, risks and benefits, and your rights as a participant. If you have any additional questions, please contact me. When all your questions are answered, you can decide if you would still like to participate in this survey. Participation is voluntary.

PURPOSE OF THE STUDY

The purpose of this study is to learn about the civilian complaints procedure. This study is important because clarity of procedures will allow civilians and law enforcement to accurately evaluate their own policies through the conduct complaint process. This survey is completely anonymous. The survey will not collect personal or contact information. The results of this study will be used for a graduate research project.

STUDY PROCEDURES

You will be asked to complete an anonymous online survey that will take approximately 25 minutes to complete. Your participation is voluntary, and you are free to answer questions to your level of comfort. This survey will ask questions about the complaints process within your agency. Information you provide will be kept anonymous. No personal information used to make initial contact will be stored. You are free to withdraw from this study at any time. If you decide to withdraw from this study, the researcher will ask you if the information already collected from you can be used. This is a community survey and findings will be sent back to the department.

RISK, STRESS, AND DISCOMFORT

None or minimal health-jeopardizing risks or stress will come out of your participation in this project. Participation is voluntary and you can ask questions about the research project at any time throughout the study. Your responses will remain anonymous.

BENEFITS

This study may not have any direct benefit to you. This study will benefit the departments and we will share that anonymous information with them. As this is a community partnership, we want to make sure information and survey questions are accessible.

CONFIDENTIALITY

We intend to protect your privacy and your responses will remain anonymous. Your name and identifying information will not be collected or stored. Your responses will be stored using University of Washington services in a password protected electronic format. Only the graduate researcher and adviser will have access to your response for the purpose of analyzing data.

PARTICIPANT STATEMENT

"The study described above has been explained to me. I understand my rights as a participant and understand what has been outlined in this consent form. I voluntarily consent to participate in this activity. I have had an opportunity to ask questions. If I have questions about my rights as a research subject, I can contact the University of Washington Human Subjects Division at 206-543-0098".

* Required

1. Consent to participate *

Mark only one oval.

Yes

No After the last question in this section, stop filling out this form.

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Anonymous Police Community Survey

2. Zipcode *

Survey Questions

3. Do you have a written policy regarding the intake of police conduct complaints from members of the public?

Mark only one oval.

- Yes Skip to question 4.
- No Skip to question 5.

Written Policy

Please paste a link to the file of your agency policy regarding members of the public submitting a complaint.

4. What is that policy?

Complaint Process

5. Is there a public process for members of the public to file a complaint for police conduct?

Mark only one oval.

- No Skip to question 10.
- Yes Skip to question 6.

Complaint Process

6. What is the specific process of submitting a complaint of police conduct?

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Anonymous Police Community Survey

7. Please describe the process of who investigates complaints of police conduct from members of the public?

Contact

8. Are members of the public required to speak with someone when submitting a complaint?

Mark only one oval.

- Yes
 No

Time Process

9. How long does the process typically take?

Check all that apply.

- 2-10 days
 10-30 days
 30-90 days
 90-180 days
 Other: _____

Complaint Form

10. Is there a specific complaint form for members of the public to fill out?

Mark only one oval.

- Yes *Skip to question 11.*
 No *Skip to question 13.*

Complaint Form

11. Is the complaint form available:

Check all that apply.

- online
 mail
 fax
 phone
 in-person

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Anonymous Police Community Survey

12. Does the complaint form require notarization for submission?

Mark only one oval.

- Yes
- No

Anonymous/Third-party

13. Are complaints accepted anonymously or via a third-party?

Mark only one oval.

- Yes
- No

Time Limit

14. Is there a time limit to file a complaint?

Mark only one oval.

- Yes *Skip to question 15.*
- No *Skip to question 16.*

Time Limit

15. What is the time limit to submit a complaint?

Check all that apply.

- 2-10 days
- 10-30 days
- 30-90 days
- 90-180 days
- Other: _____

Minor

16. Can a minor file a complaint?

Mark only one oval.

- Yes *Skip to question 19.*
- No *Skip to question 17.*

Minor

17. Is there an alternative process for minors to file complaints?

Mark only one oval.

- Yes
- No

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Anonymous Police Community Survey

18. If yes, what is that process?

Language

19. What languages are the complaint form available in?

Check all that apply.

- English
- Spanish
- Vietnamese
- Chinese
- No Form
- Other: _____

Translator

20. Are translators available?

Mark only one oval.

- Yes
- No
- Translation feature on website/form

Citizenship

21. Do you ask for citizenship status on the complaint form or when submitting the form?

Mark only one oval.

- Yes
- No

Training

22. Is information about the police conduct complaints process a part of officer or department training?

Mark only one oval.

- Yes
- No


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Anonymous Police Community Survey

23. If yes, please describe this training

Improvement

24. What would you do to improve the current services available for submitting complaints?

Powered by
 Google Forms

Appendix B: Timetable

PHASE	Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
		1				2			
Phase 1: Development and Creation of Measures									
	Development of First Draft	X							
	Literature Review	X	X	X	X	X			
	Submit Pre-Proposal	X							
	Contacts with Advisor Group	X	X	X	X	X	X	X	X
	Initial Review of Police Agencies	X	X						
	Develop recruiting description			X	X				
	Submit to IRB				X				
	Draft Survey Questions	X	X	X	X				
	Submit Capstone Outline				X	X			
Phase 2: Implementation and Collection of Data									
	Begin Demographic Data Collection				X				
	Begin Initial Contact to Police Agencies					X	X		
	Send Surveys					X	X		
	Data Cleaning					X	X		
	Begin Data Analysis						X		
	Beginning Draft of Data Analysis Findings						X	X	
Phase 3: Analysis of Capstone									
	Finish Data Analysis						X	X	
	Finish Qualitative Analysis						X	X	
	Develop Outlines for Results/Conclusion						X	X	
	Begin to write up analysis results						X	X	
	Final Analysis and Conclusion							X	X
	Submit to Advisor and Capstone Office								X

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Appendix D: IRB



DETERMINATION OF EXEMPT STATUS

April 30, 2019

Dear Alexandra S Portillo:

On 4/30/2019, the University of Washington Human Subjects Division (HSD) reviewed the following application:

Type of Review:	Initial Study
Title of Study:	An Analysis of the Police Complaints Intake Process in Police Agencies throughout King County, WA
Investigator:	Alexandra S Portillo
IRB ID:	STUDY00007241
Funding:	None

Exempt Status

HSD determined that your proposed activity is human subjects research that qualifies for exempt status (Category 2).

- This determination is valid for the duration of your research.
- This means that your research is exempt from the federal human subjects regulations, including the requirement for IRB approval and continuing review.
- Depending on the nature of your study, you may need to obtain other approvals or permissions to conduct your research. For example, you might need to apply for access to data or specimens (e.g., to obtain UW student data). Or, you might need to obtain permission from facilities managers to approach possible subjects or conduct research procedures in the facilities (e.g., Seattle School District; the Harborview Emergency Department).

If you consider changes to the activities in the future and know that the changes will require IRB review (or you are not certain), you may request a review or new determination by submitting a Modification to this application. For information about what changes require a Modification, refer to the [GUIDANCE: Exempt Research](#).

Thank you for your commitment to ethical and responsible research. We wish you great success!

Sincerely,

Liz Liss
Review Administrator
Human Subjects Division
UW Tower Box 359470
(206) 221-7750 | eliss2@uw.edu

Appendix E: Data

Table #1

Consent to participate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	100.0	100.0	100.0

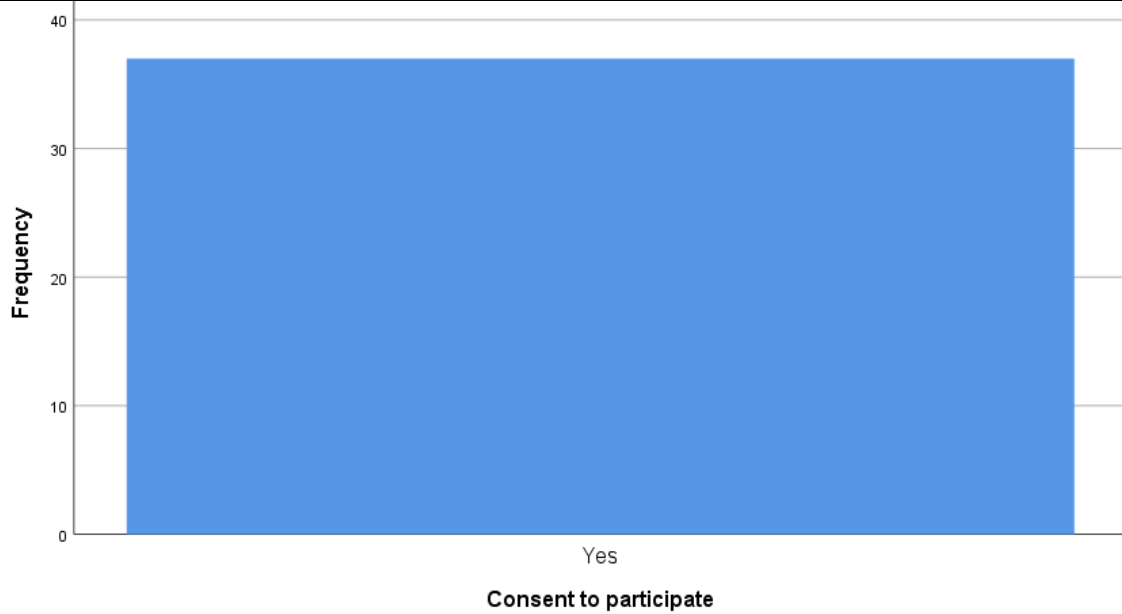


Table #2

Zip-code

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	2.7	2.7	2.7
	98001	1	2.7	2.7	5.4
	98034	1	2.7	2.7	8.1
	98038	1	2.7	2.7	10.8
	98045	1	2.7	2.7	13.5
	98075	1	2.7	2.7	16.2
	98101	5	13.5	13.5	29.7
	98103	1	2.7	2.7	32.4
	98104	3	8.1	8.1	40.5
	98105	2	5.4	5.4	45.9
	98109	1	2.7	2.7	48.6
	98110	1	2.7	2.7	51.4
	98115	1	2.7	2.7	54.1

98118	1	2.7	2.7	56.8
98121	1	2.7	2.7	59.5
98122	3	8.1	8.1	67.6
98124	3	8.1	8.1	75.7
98133	2	5.4	5.4	81.1
98134	2	5.4	5.4	86.5
98144	1	2.7	2.7	89.2
98155	1	2.7	2.7	91.9
98166	1	2.7	2.7	94.6
98203	1	2.7	2.7	97.3
98204	1	2.7	2.7	100.0
Total	37	100.0	100.0	

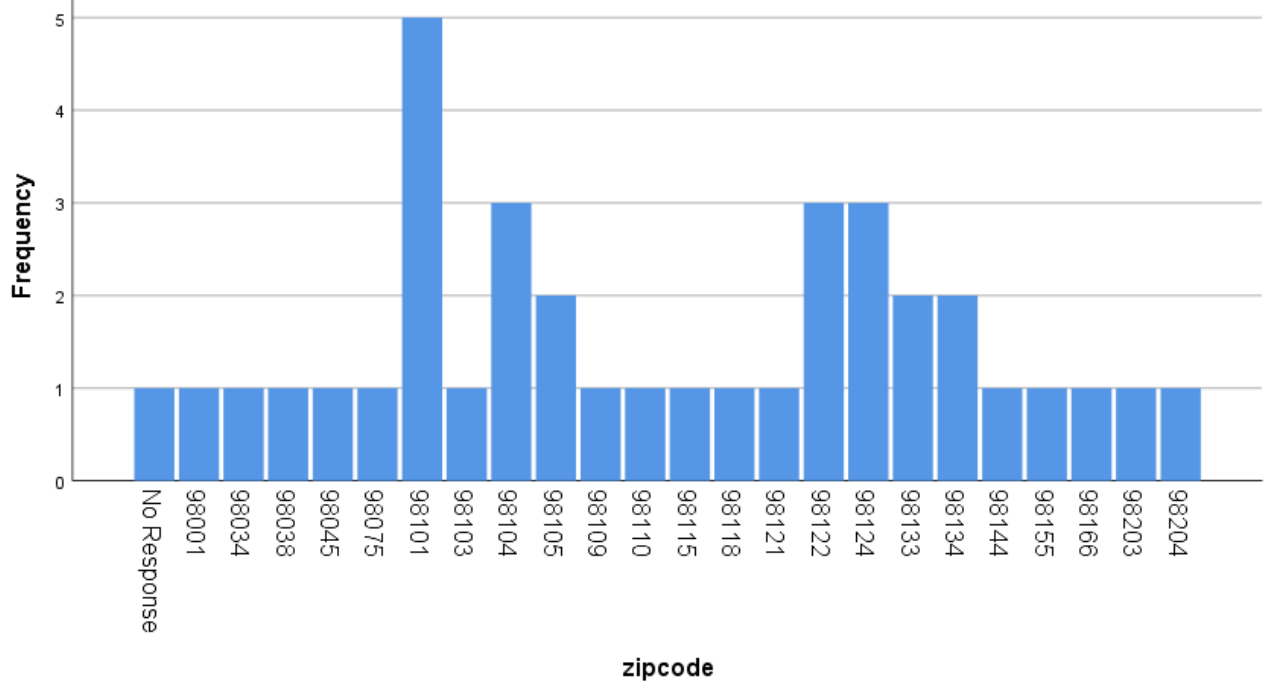


Table #3

Median Household Income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response/Unknown	1	2.7	2.9	2.9
	\$68750	5	13.5	14.7	17.6
	\$37610	3	8.1	8.8	26.5

Alexandra Sophia Portillo-Capstone 2019

	\$77083	1	2.7	2.9	29.4
	\$93520	1	2.7	2.9	32.4
	\$99098	1	2.7	2.9	35.3
	\$10178	1	2.7	2.9	38.2
	\$163409	1	2.7	2.9	41.2
	\$91740	1	2.7	2.9	44.1
	\$56015	2	5.4	5.9	50.0
	\$95719	1	2.7	2.9	52.9
	\$109341	1	2.7	2.9	55.9
	\$100794	1	2.7	2.9	58.8
	\$62504	1	2.7	2.9	61.8
	\$94813	1	2.7	2.9	64.7
	\$72018	3	8.1	8.8	73.5
	\$60409	2	5.4	5.9	79.4
	\$58125	2	5.4	5.9	85.3
	\$71628	1	2.7	2.9	88.2
	\$81405	1	2.7	2.9	91.2
	\$76658	1	2.7	2.9	94.1
	\$66950	1	2.7	2.9	97.1
	\$48881	1	2.7	2.9	100.0
	Total	34	91.9	100.0	
Missing	System	3	8.1		
Total		37	100.0		

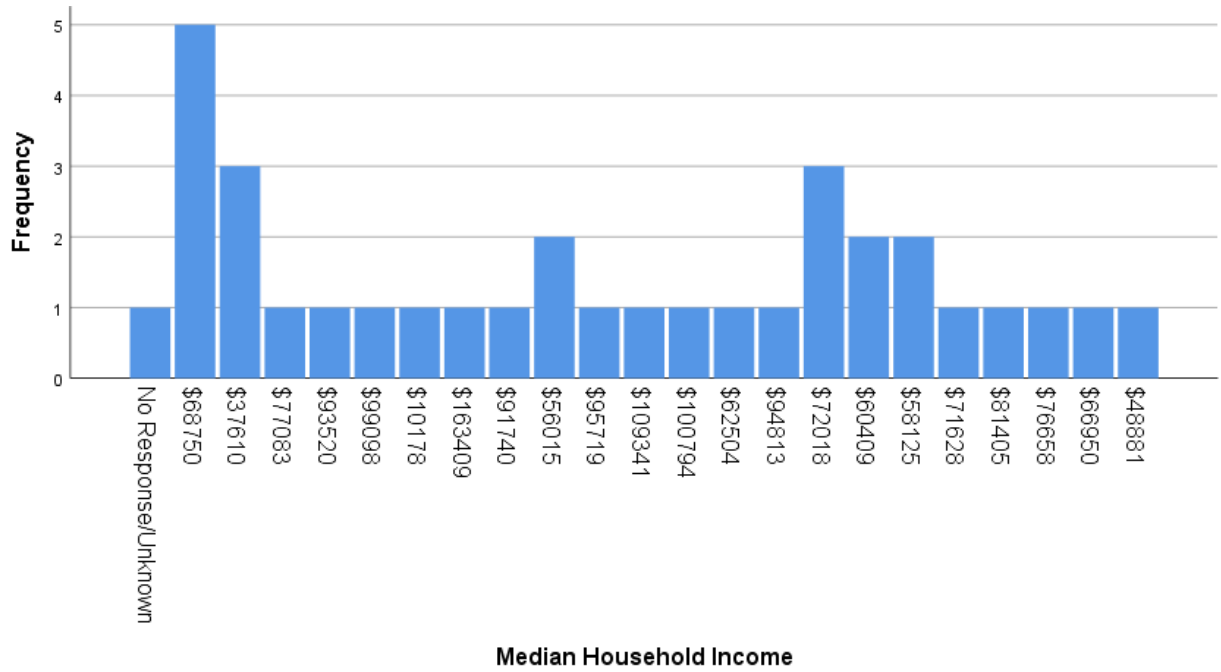


Table #4

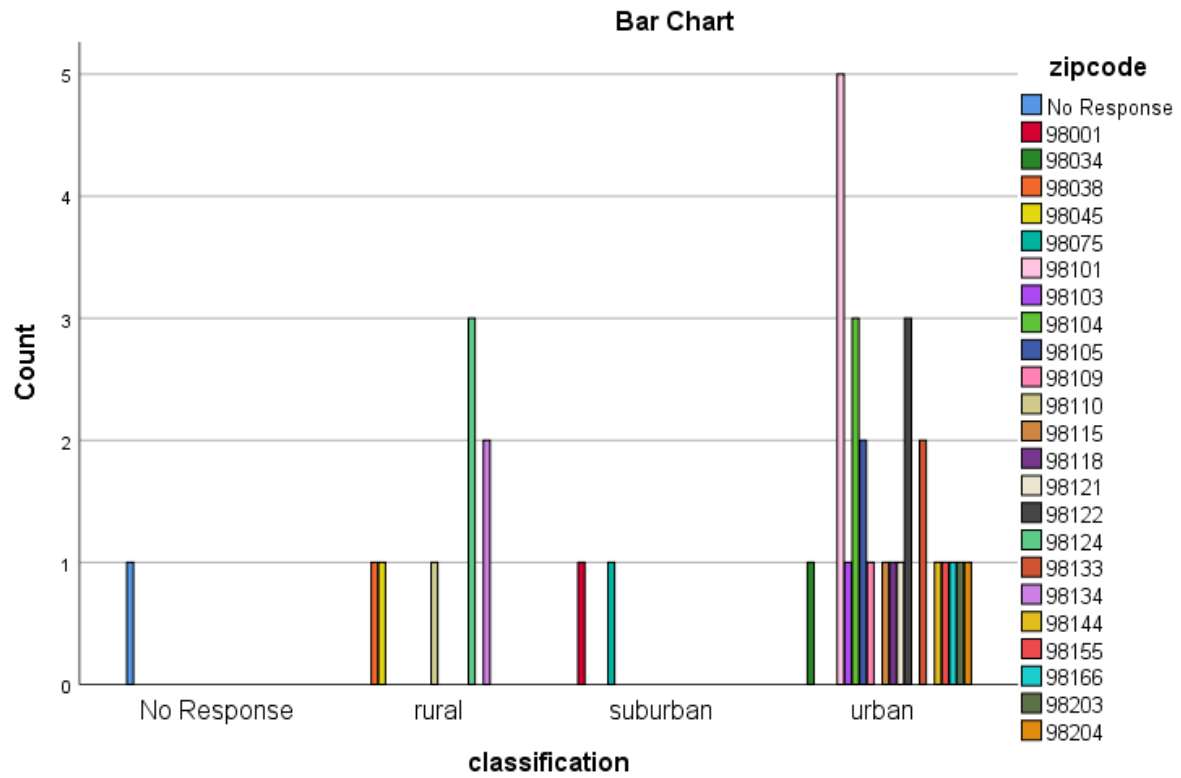


Table #5

Do you have a written policy regarding the intake of police conduct complaints from members of the public?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2	5.4	5.4	5.4
	Yes	35	94.6	94.6	100.0
	Total	37	100.0	100.0	

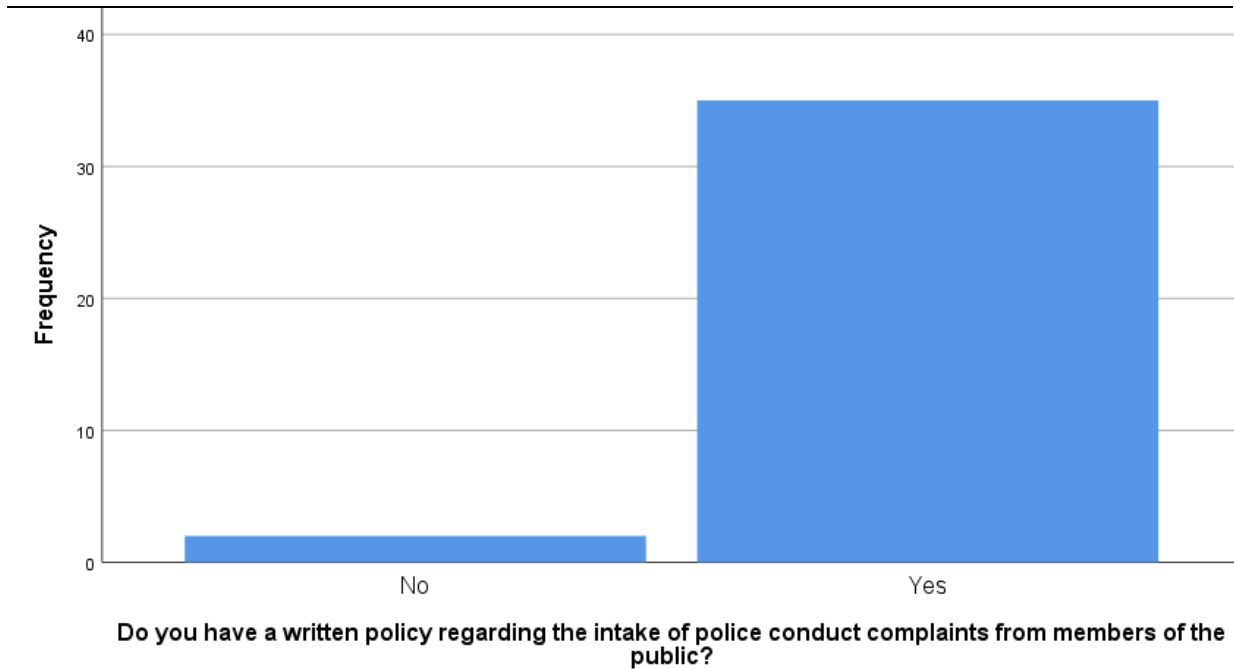


Table #6

Is there a public process for members of the public to file a complaint for police conduct?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3	8.1	8.1	8.1
	Yes	34	91.9	91.9	100.0
	Total	37	100.0	100.0	

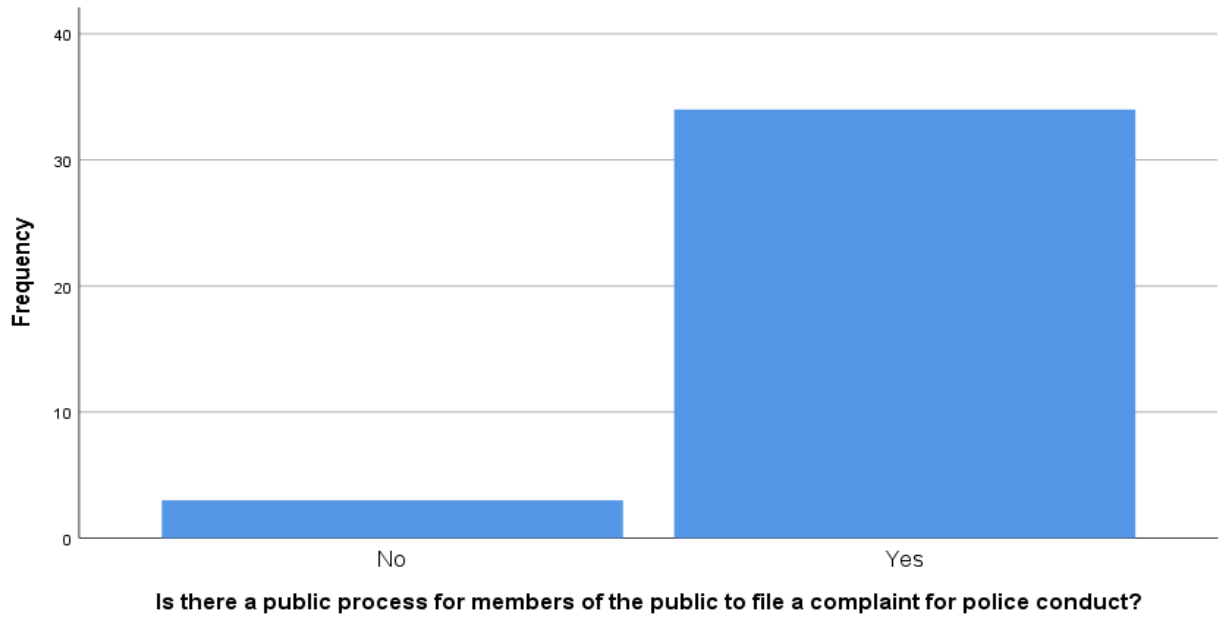


Table #7

Are members of the public required to speak with someone when submitting a complaint?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	3	8.1	8.1	8.1
	No	33	89.2	89.2	97.3
	Yes	1	2.7	2.7	100.0
	Total	37	100.0	100.0	

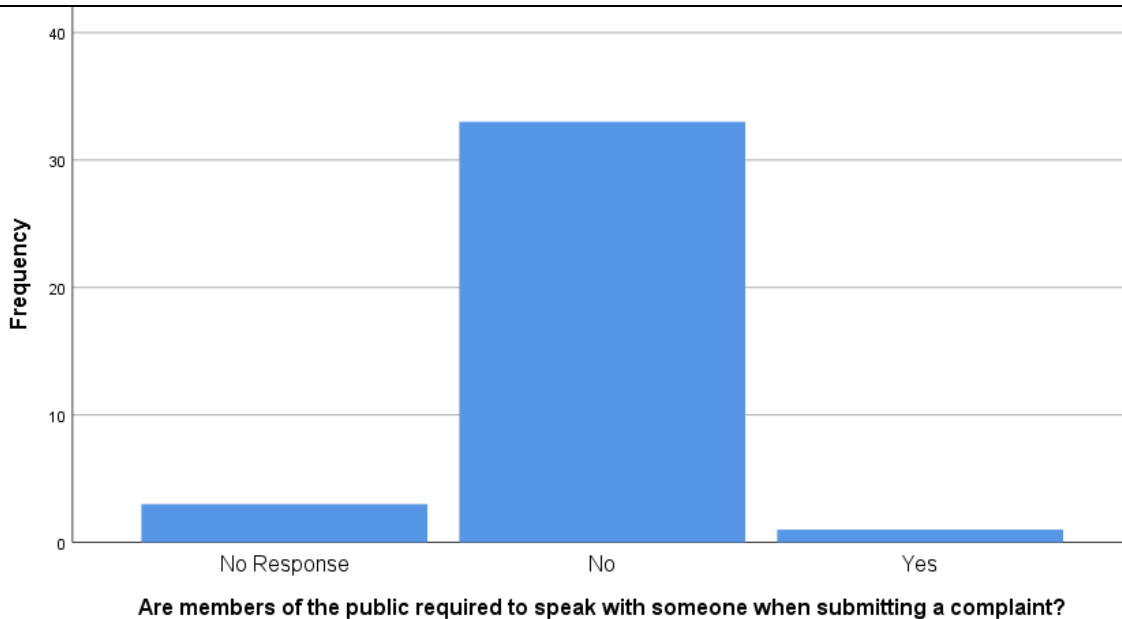


Table #8

How long does the process typically take?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response/Unknown	3	8.1	8.1	8.1
	2-10 Days	2	5.4	5.4	13.5
	10-30 Days	1	2.7	2.7	16.2
	30-90 Days	3	8.1	8.1	24.3
	90-180 Days	18	48.6	48.6	73.0
	Other	10	27.0	27.0	100.0
	Total	37	100.0	100.0	

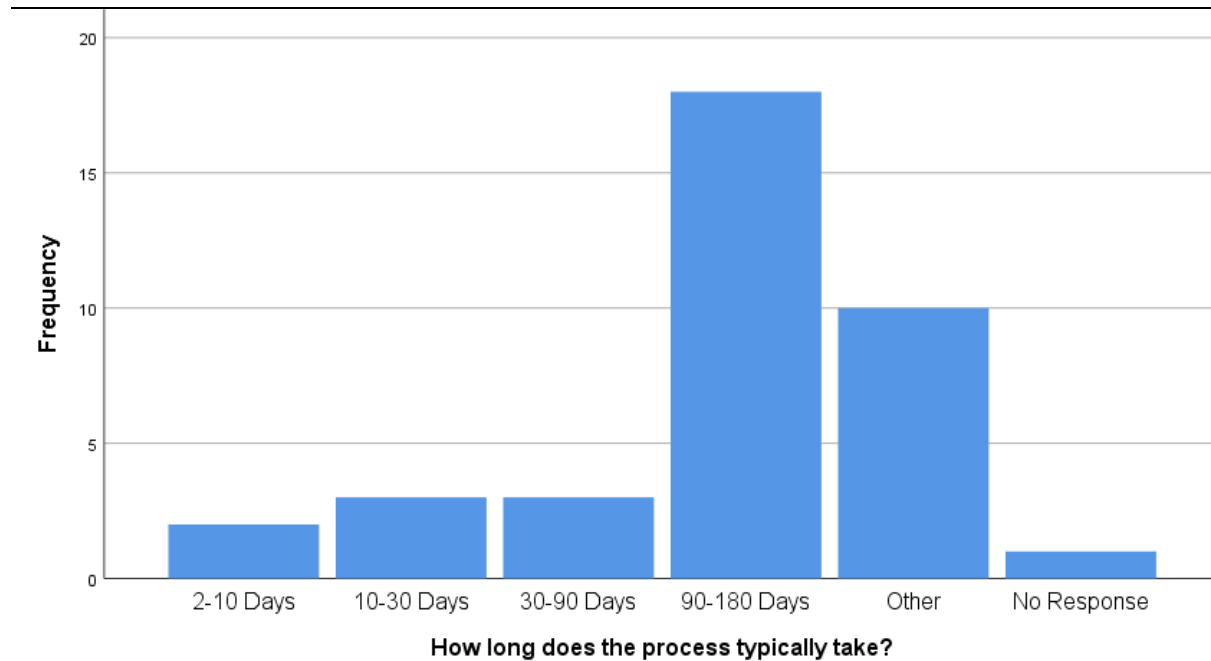


Table #9

Is there a specific complaint form for members of the public to fill out?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	12	32.4	32.4	32.4

Yes	25	67.6	67.6	100.0
Total	37	100.0	100.0	

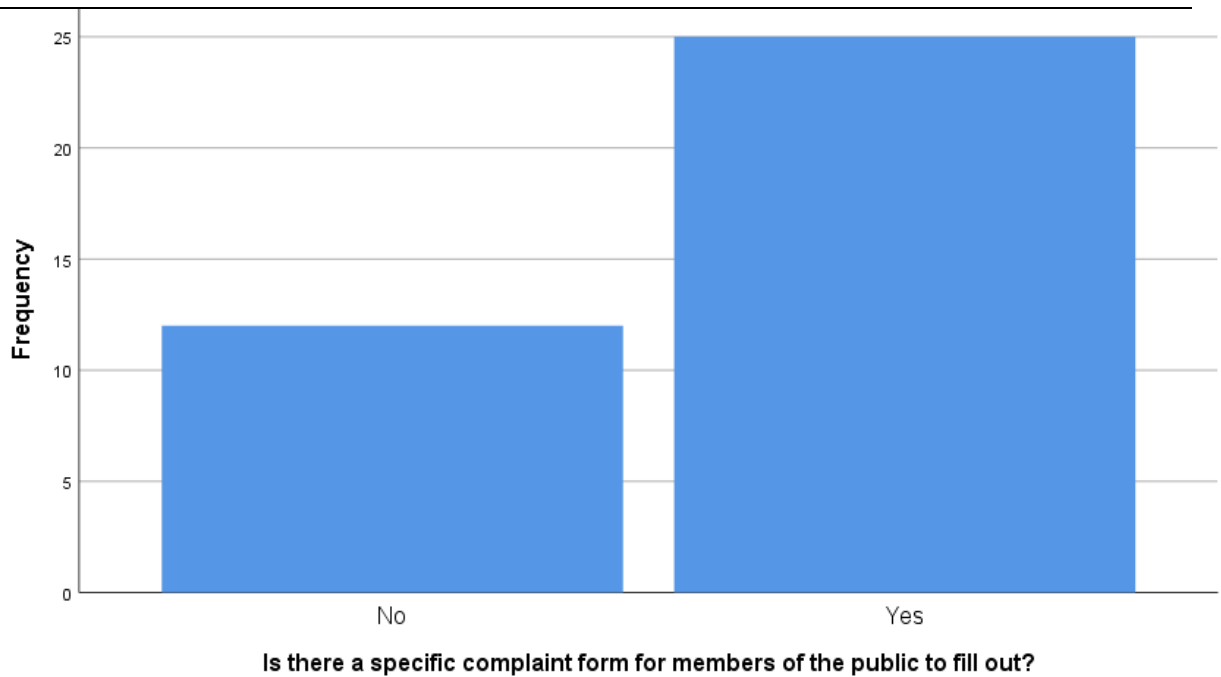


Table #10

Is the complaint form available:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No Response	12	32.4	32.4	32.4
online	2	5.4	5.4	37.8
online;in-person	2	5.4	5.4	43.2
online;mail;fax;in-person	1	2.7	2.7	45.9
online;mail;fax;phone;in-person	7	18.9	18.9	64.9
online;mail;in-person	2	5.4	5.4	70.3
online;mail;phone	1	2.7	2.7	73.0
online;mail;phone;in-person	4	10.8	10.8	83.8
online;phone	1	2.7	2.7	86.5
online;phone;in-person	5	13.5	13.5	100.0
Total	37	100.0	100.0	

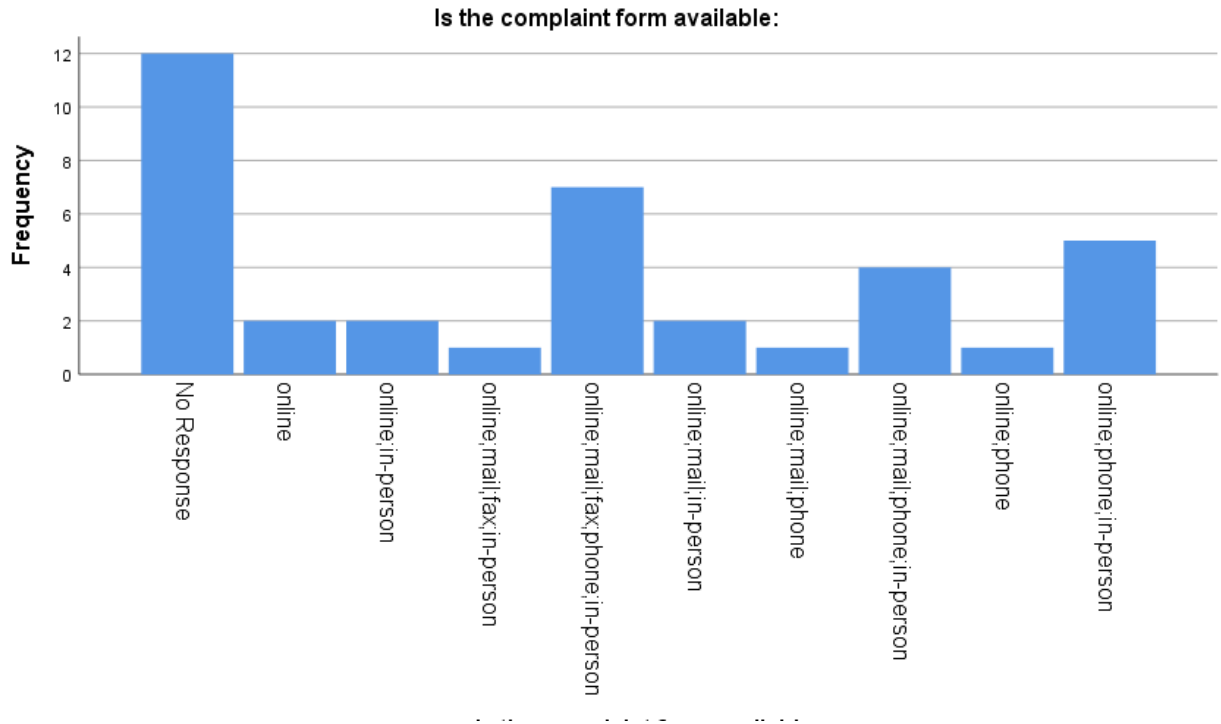


Table #11

Does the complaint form require notarization for submission?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	12	32.4	32.4	32.4
	No	25	67.6	67.6	100.0
	Total	37	100.0	100.0	

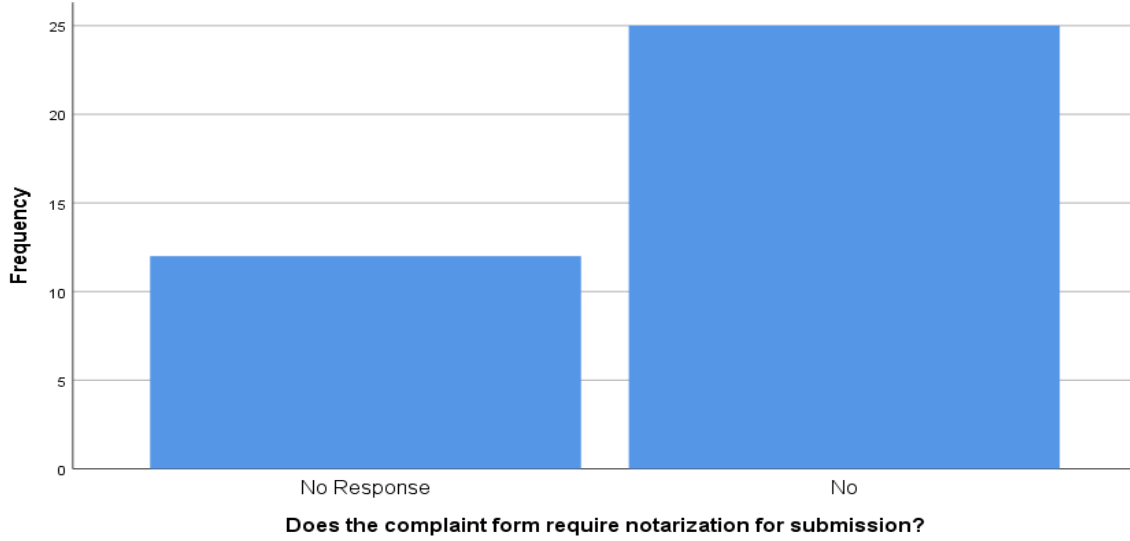


Table #12

Are complaints accepted anonymously or via a third-party?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4	10.8	10.8	10.8
	Yes	33	89.2	89.2	100.0
	Total	37	100.0	100.0	

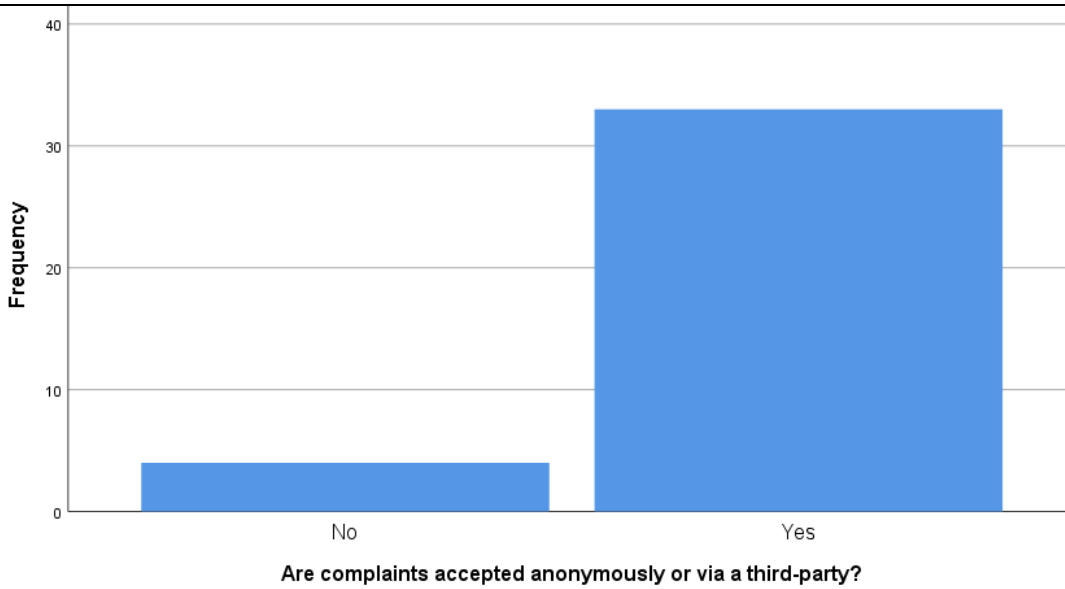


Table #13

Is there a time limit to file a complaint?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	32	86.5	86.5	86.5
	Yes	5	13.5	13.5	100.0
	Total	37	100.0	100.0	

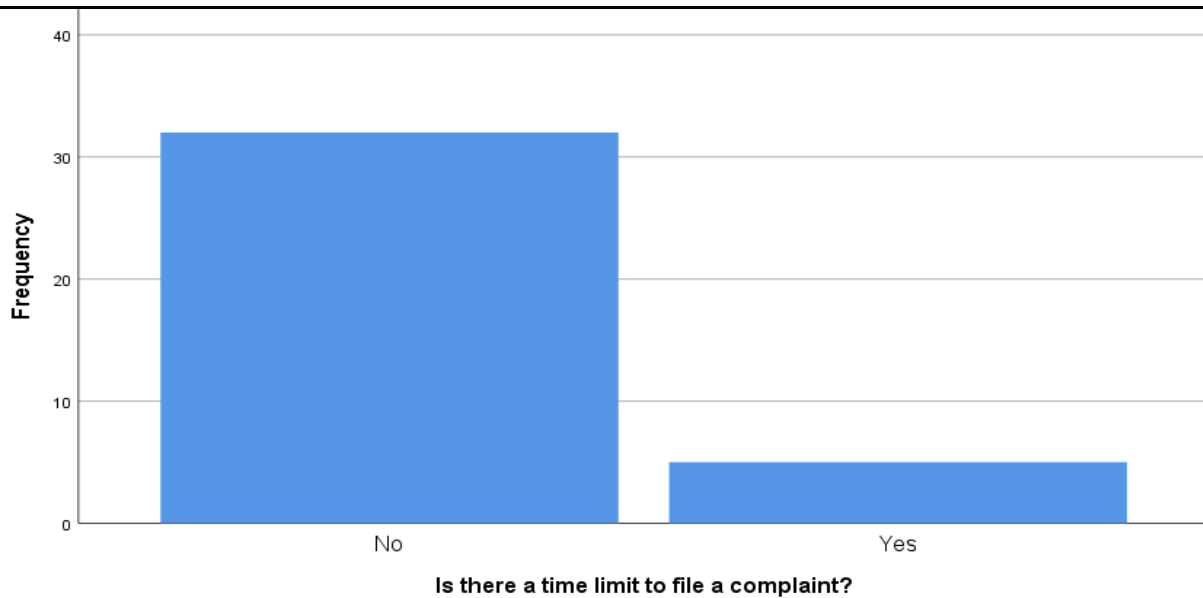


Table #14

What is the time limit to submit a complaint?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response/Unknown	32	86.5	86.5	86.5
	Other	5	13.5	13.5	100.0
	Total	37	100.0	100.0	

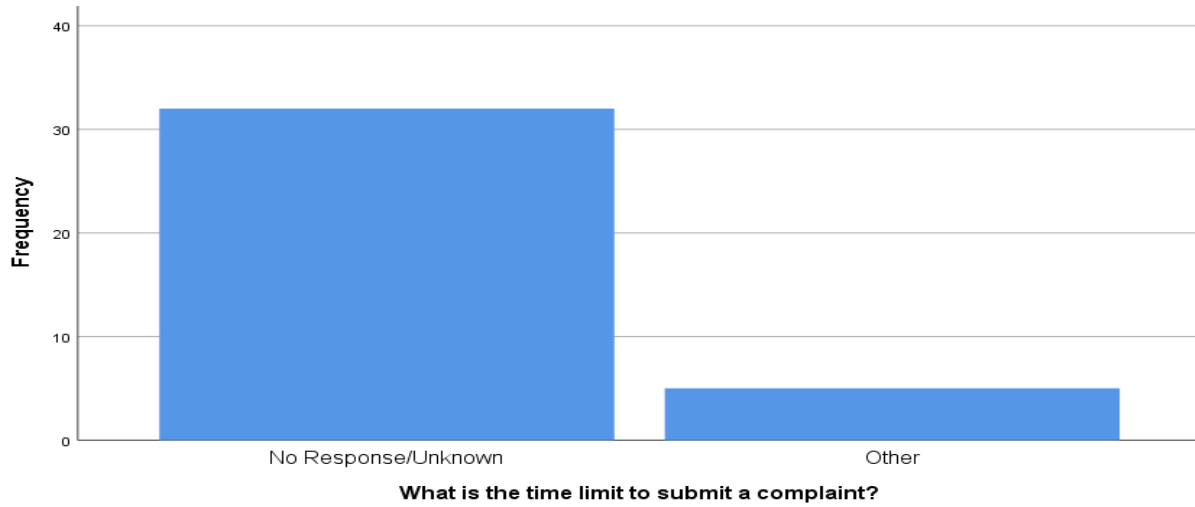


Table #15

Can a minor file a complaint?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3	8.1	8.1	8.1
	Yes	34	91.9	91.9	100.0
	Total	37	100.0	100.0	

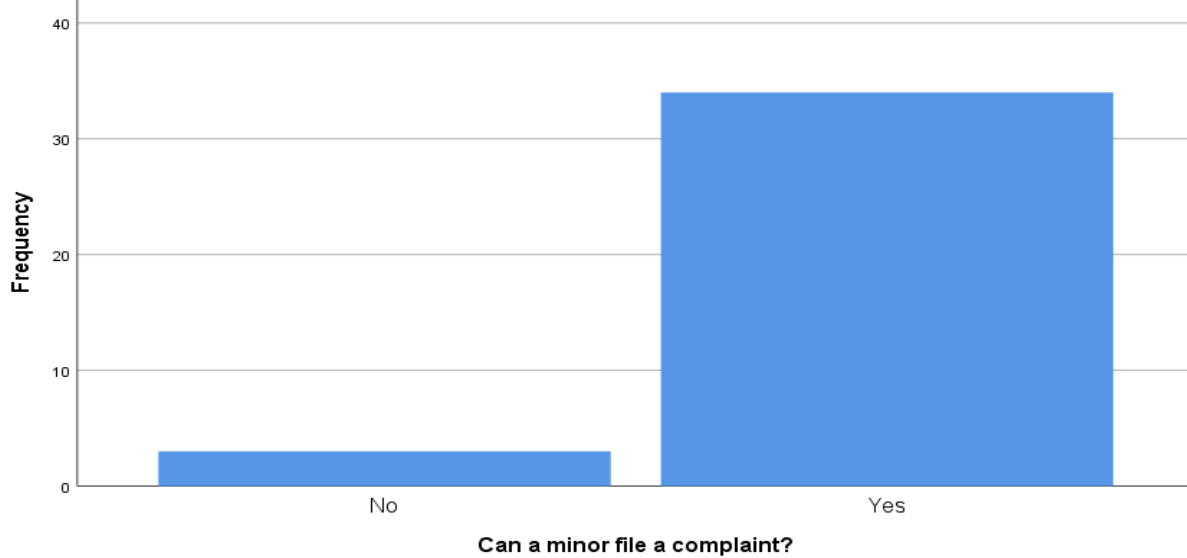


Table #16

Is there an alternative process for minors to file complaints?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	34	91.9	91.9	91.9
	No	1	2.7	2.7	94.6
	Yes	2	5.4	5.4	100.0
	Total	37	100.0	100.0	

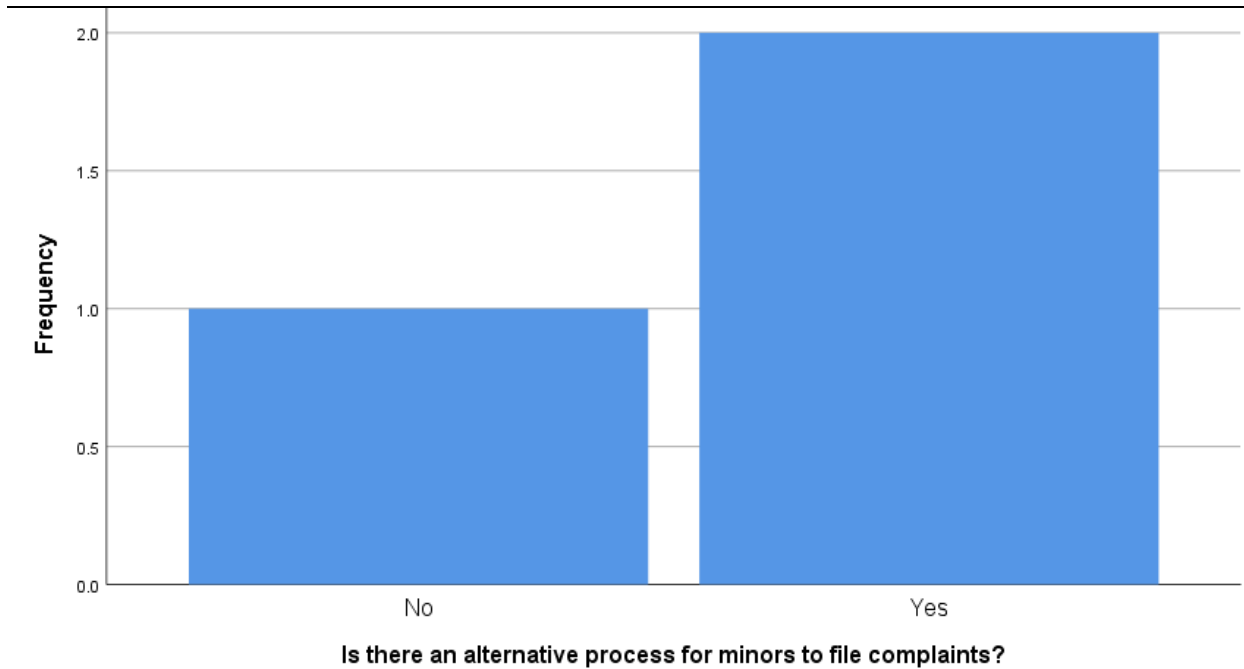
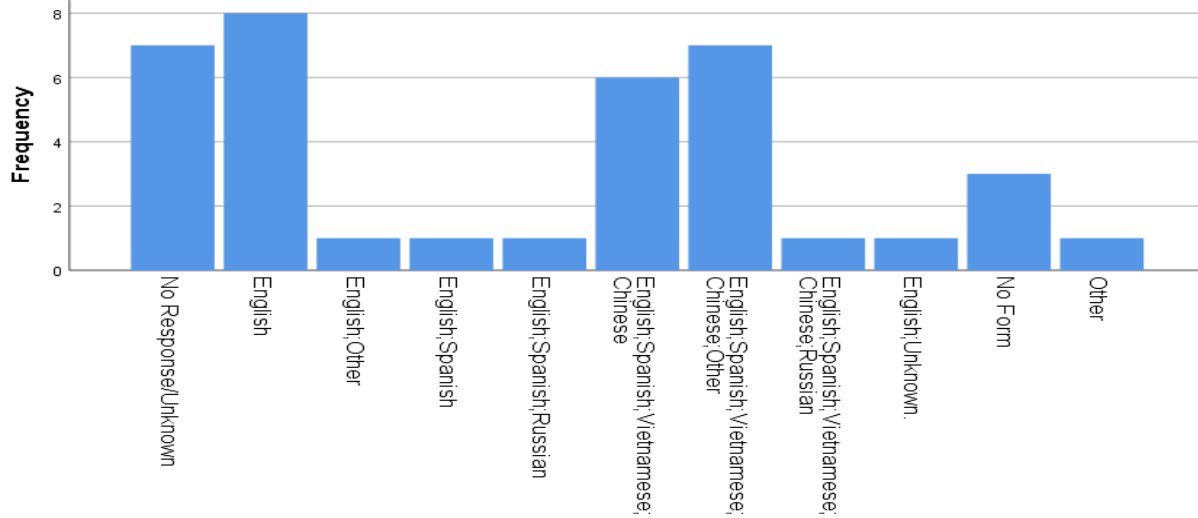


Table #17

What languages are the complaint form available in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response/Unknown	7	18.9	18.9	18.9
	English	8	21.6	21.6	40.5
	English;Other	1	2.7	2.7	43.2
	English;Spanish	1	2.7	2.7	45.9
	English;Spanish;Russia	1	2.7	2.7	48.6
	English;Spanish;Vietnamese;Chinese	6	16.2	16.2	64.9

English;Spanish;Vietnamese;Chinese;Other	7	18.9	18.9	83.8
English;Spanish;Vietnamese;Chinese;Russian	1	2.7	2.7	86.5
English;Unknown.	1	2.7	2.7	89.2
No Form	3	8.1	8.1	97.3
Other	1	2.7	2.7	100.0
Total	37	100.0	100.0	



What languages are the complaint form available in?

Table #18

Are translators available?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No Response	1	2.7	2.7	2.7
	No	2	5.4	5.4	8.1
	Translation feature on website/form	2	5.4	5.4	13.5
	Yes	32	86.5	86.5	100.0
	Total	37	100.0	100.0	

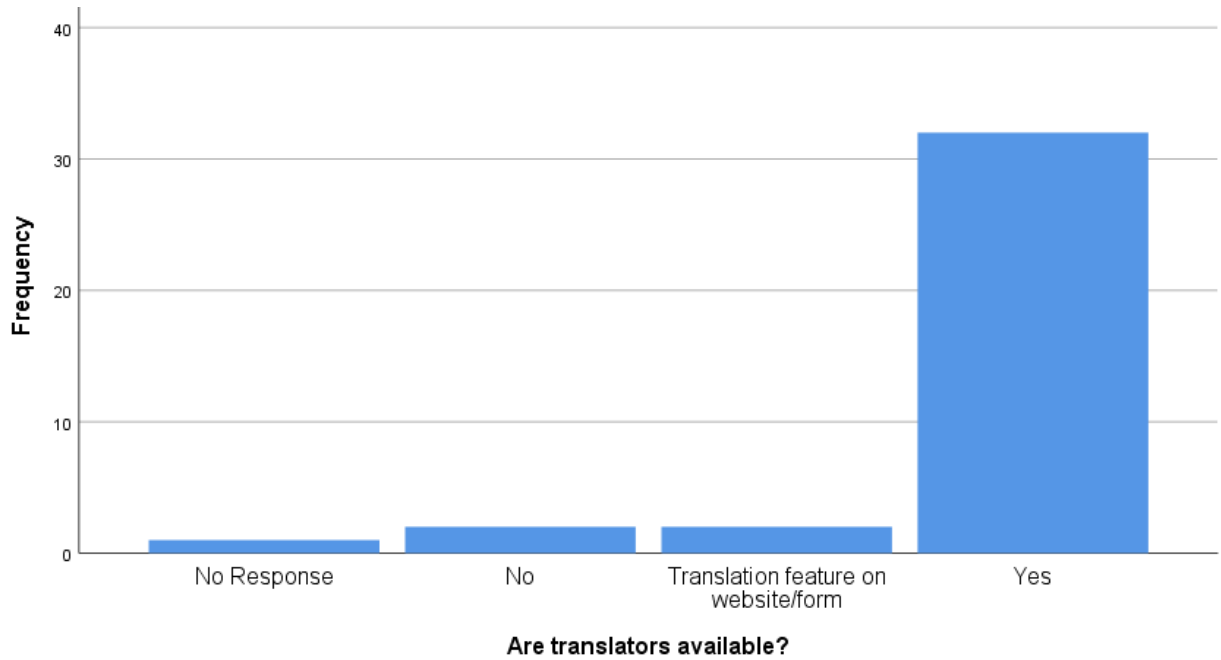


Table #19

Do you ask for citizenship status on the complaint form or when submitting the form?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	100.0	100.0	100.0

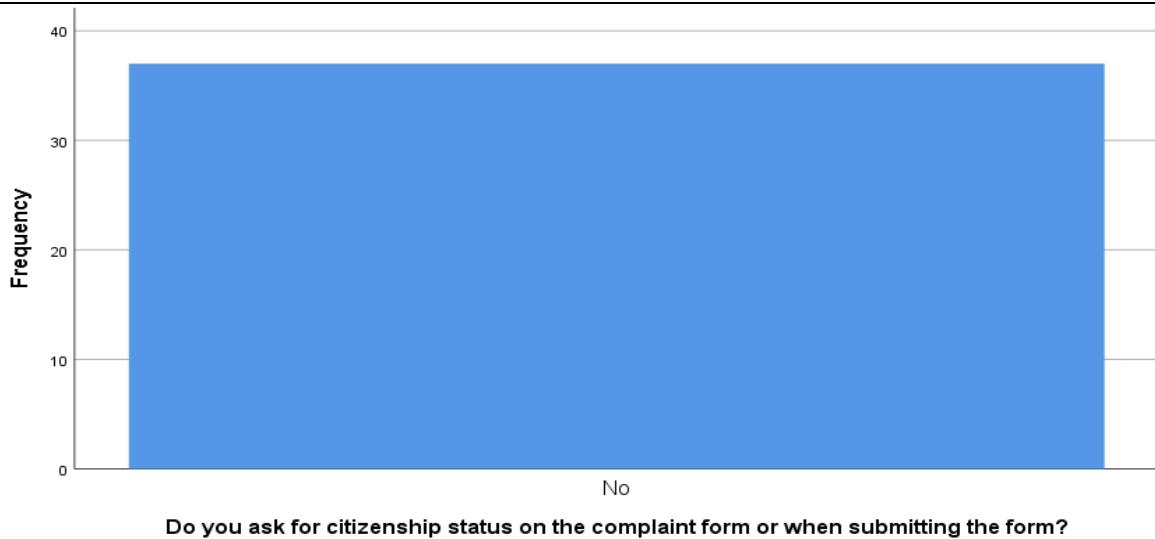


Table #20

Is information about the police conduct complaints process a part of officer or department training?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6	16.2	16.2	16.2
	Yes	31	83.8	83.8	100.0
	Total	37	100.0	100.0	

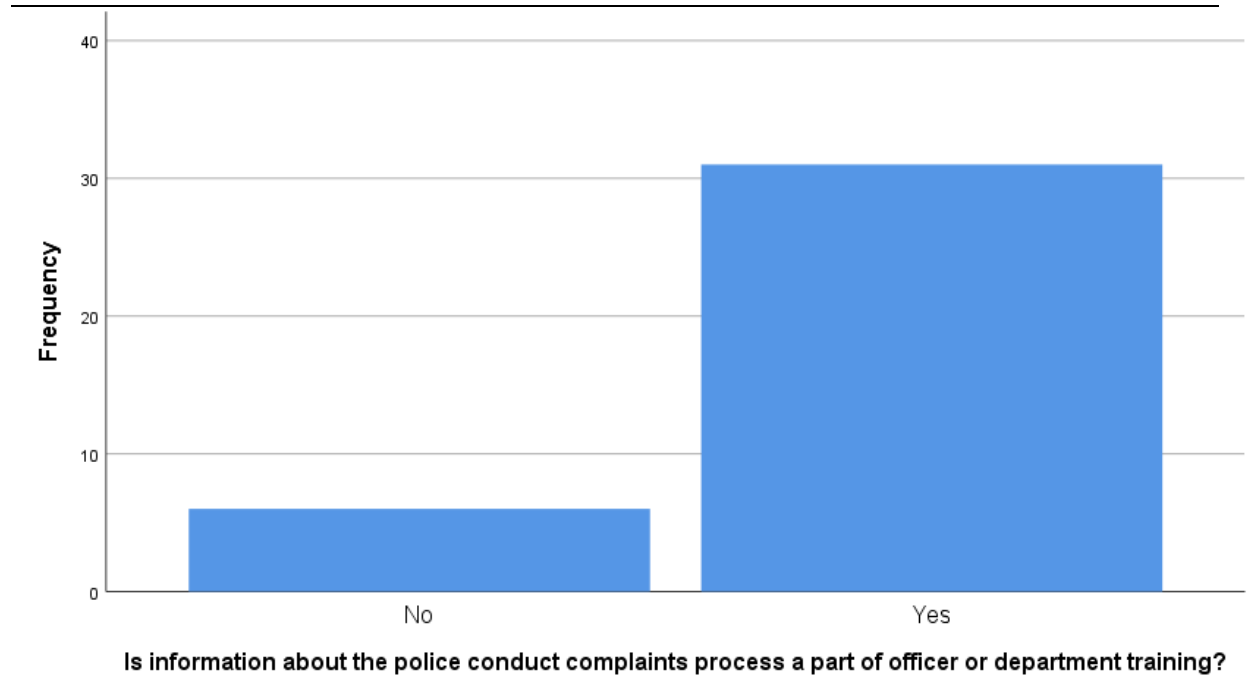


Table #21 Logic Model of U.S.A. Federal and Washington State Policies on Official Misconduct

Resources	Inputs	Outputs	Outcomes	Impact
Federal (Department of Justice)	<u>Color of Law</u> <u>Violations- 18</u> <u>U.S. Code § 242</u>	Aims to protect victims of physical assault, sexual misconduct, deliberate indifference to medical needs/harm, or failure to intervene by an officer(s). Prohibits attempting to prevent a victim or witnesses from reporting the misconduct, lying to	Change in situation which ensures that victims of police misconduct have access to a method of recourse.	Increased awareness of individual rights and the responsibilities of law enforcement officers

		federal, state, or local officials during an investigation into the potential misconduct, writing a false report to conceal misconduct, or fabricating evidence.		
(Department of Justice)	Police Misconduct Provision- 34 U.S.C. § 12601	Forbids the creation of a citizen complaint processes that treats complainants as adversaries.	Complainants feel able and willing to submit complaints to law enforcement.	Law enforcement officers have a better idea of what policies/practices are not working.
(Department of Justice)	42 U.S.C. § 2000d, et seq.	Prohibits the refusal by the agency to respond to complaints alleging discriminatory treatment by its officers.	Complainants are free to submit complaints and law enforcement must accept them.	Free flow of information through access of public documents
(Department of Justice)	34 U.S.C. §50104:	No person in any State shall, on the ground of <u>race, color, religion, national origin, or sex</u> , be excluded from participation in, be denied the benefits of, be subjected to discrimination under, or be denied employment in connection with any activity for which Federal law enforcement assistance is provided.	Civilians have unobstructed access to institutions with no discrimination. They believe the process can work.	Marginalized groups will have more access than before to these activities, organizations, and processes.
State (Washington State)	RCW 43.101.410 Racial profiling — Policies — Training — Complaint review process — Data collection and reporting	Ensure that they have in place a citizen complaint review process that can adequately address instances of racial profiling. The process must be accessible to citizens and must be fair.	Complainants feel confident and can freely address/observe reported instances of racial bias.	Data can help improve training methods and remove racist officers/practices
(Washington State)	RCW 42.20.100 – Failure of duty by public officer-	Willful neglect of a public officer to perform their	Motivation and incentive for	Higher/increased

		lawful duty shall be a misdemeanor	officers to fulfill their obligations	accountability and oversight.
(Washington State)	RCW <u>9A.80.010</u> Official misconduct.	A public servant is guilty of official misconduct if, with intent to obtain a benefit or to deprive another person of a lawful right or privilege: (a) He or she intentionally commits an unauthorized act under color of law; or (b) He or she intentionally refrains from performing a duty imposed upon him or her by law. (2) Official misconduct is a gross misdemeanor.	Civilians feel confident in the system and can hold their government accountable for their actions.	Increases trust between administration and community members by having jurisdiction over misconduct process.

Table #22 Thematic Analysis- Survey Question

Code Name	Description	Survey Question: What is that [complaints] policy?
sarcasm	unhelpful or rude answer	You can look it up yourself or use the PDR system to get it. Don't be so lazy.
varies	the answer will vary depending on situation	All complaints are investigated at varying levels
everything, form link	the policy covers a lot, provides form link to website	All complaints are taken. A form is available in our lobby. https://www.kingcounty.gov/depts/sheriff/about-us/contact/commend-complain-link.aspx
link	link to website	https://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
OPA link	Sent to oversight link to website	Complaints will be forwarded to OPA https://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
link	link to website	http://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
link	link to website	https://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police
link	link to website	http://www.seattle.gov/opa/complaint-process
link	link to website	http://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations

link	link to website	http://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
everything, submit	the policy covers a lot, provides submission avenues	We take all complaints; in-person, via phone, email and anonymous complaints.
link	link to website	https://www.seattle.gov/opa
link	link to website	http://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
link	link to website	http://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
link	link to website	https://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
everything define	the policy covers a lot provides definition	The Seattle Police Department accepts complaints in any form from anyone made to any employee. Major misconduct is defined and must be reported and investigated. It may not be handled by supervisors and must be reported to OPA.
bad for police	policy is not intended to help law enforcement	A policy is in place which not only simplifies, but encourages, complaints by the Public against Police Officers. Additionally, no proof of complaint behavior, or even a Victim for that matter, is required.
link	link to website	https://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police
website	go to website	Seattle Police Department manual can be found on the Department's website
website link	go to website link to website	Go to OPA Seattle website
link	link to website	https://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
define	provides definition	Personnel Complaints
link	link to website	https://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police

link, define	link to website, provides definition	From city website... https://www.seattle.gov/opa/complaint-process Complaint Process OPA conducts a thorough, objective and independent investigation of complaints. Experienced Detective Sergeants document all complaints and conduct the investigations. Steps in the Complaint Process Step One - Filing a Complaint Step Two - Classification Step Three - OPA Investigation Step Four - Allegation Findings Step Five - Discipline Notification to the Complainant Investigation Timeline
link	link to website	http://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police
link	link to website	https://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations

Table #23 Thematic Analysis- Survey Question

Code Name	Description	Survey Question: What is the specific process of submitting a complaint of police conduct?
descrip	provides description of process	Complaint Process OPA conducts a thorough, objective and independent investigation of complaints. Experienced Detective Sergeants document all complaints and conduct the investigations. Steps in the Complaint Process Step One - Filing a Complaint Step Two - Classification Step Three - OPA Investigation Step Four - Allegation Findings Step Five - Discipline Notification to the Complainant Investigation Timeline
info descrip	provides information in a descriptive manner	Call 911 , non emergency line or go on-line to Seattle Police web page or call city of Seattle customer service or any precinct

info descrip	provides information in a descriptive manner	See the on-line manual
link	link to website	https://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations https://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police
link	link to website	https://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police
link	link to website	http://www.seattle.gov/opa/complaint-process
link	link to website	http://www.seattle.gov/police-manual/title-5---employee-conduct/5002---responsibilities-of-employees-concerning-alleged-policy-violations
link	link to website	https://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police
link	link to website	https://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police
link	link to website	Link on our website
link	link to website	http://www.seattle.gov/opa/file-a-complaint-about-the-seattle-police
OPA	Sent to oversight	Unsure, we give them OPA's name number website or e-mail
OPA	Sent to oversight	Call OPA
submit	provides submission avenues	The complaints can be submitted in person on online
submit	provides submission avenues	All complaints are taken. Complaints may be submitted in writing, in person or over the phone.
submit	provides submission avenues	On line reporting, phone complaint, in person, walk-in, email, letter...
submit	provides submission avenues	online, by phone, or in person
submit	provides submission avenues	call, email the OPA or call any Seattle Police number
submit	provides submission avenues	Online, via phone, in person. The complaint can be anonymous
submit	provides submission avenues	on-line, in person or by mail
submit	provides submission avenues	Can file a complaint online, in person, over the phone, by mail or through the police department. The complaint can be anonymous or request contact. It can be filed by an involved member of the public or a third party.
submit	provides submission avenues	In-person, via phone, or email.

submit	provides submission avenues	Report to supervisor, online, call, email, or letter to OPA
submit	provides submission avenues	Literally anything. Online form, complaint to officer or sergeant, letter, call, etc.
submit	provides submission avenues	See previous answer. Additionally, if the public is not comfortable filing a complaint, a member of the Police Administration will often complete that process for the Complainant.
submit	provides submission avenues	difficult to find, but it's on the seattle pd webpage with instructions
submit	provides submission avenues	to supervisor or through on line or phone complaints
submit	provides submission avenues	A person may put in a complaint via email, phone, or website.
submit	provides submission avenues	direct report to any department member, online form, phone call, letter, email, or any other method.
submit, sarcasm	provides submission avenues, unhelpful or rude	The Seattle Police Department accepts complaints in any form from anyone made to any employee. You can send a smoke signal and if a department member knows how to read it and understands that the signal is a complaint they are bound by policy to accept the complaint and route it to the Office of Police Accountability.
submit, sarcasm	provides submission avenues, unhelpful or rude	There are numerous- in person, to an officer, on line , by phone, email. Can be anonymous. Only a complete idiot would not be able to figure out a way to do it.

Table #24 Thematic Analysis- Survey Question

Code Name	Description	Survey Question: Please describe the process of who investigates complaints of police conduct from members of the public?
inter-personnel	many departments will see complaint	All personnel are required to assist with filing formal complaints either by taking the complaint and submitting or assisting the complainant with contacting the independent investigative office. All complaints are reviewed by a civilian and police sergeant, together. Initial information is gathered and then submitted to a civilian investigative supervisor. It is reviewed by the civilian director of an outside office who decides the extent of any investigation if deemed necessary at this stage. An independent auditor also reviews the complaint and can send it back with a recommendation for an expanded investigation.
inter-personnel	many departments will see complaint	Both civilian and sworn investigators

inter-personnel	many departments will see complaint	Minor complaints, such a rudeness, can be referred to the employees direct supervisor for action. Most other complaints will be referred to the OPA unit for classification and investigation by trained investigators holding the rank of Sgt or above as well as civilian investigators and supervisors. This is all detailed in the public link I provided above.
inter-personnel	many departments will see complaint	The complaint is investigated by Sgts on the department supervised by a civilian director.
inter-personnel	many departments will see complaint	Depends on the complaint- front line investigations can be handled at the precinct level. More serious violations are handled by OPA. There are also various other persons involved in the process. If it is criminal then perhaps a detective unit would assist, or an outside agency. There is also the FBI Public Corruption Unit, there is the office of civil rights at the US Attorney's office. Its a long answer, but I guess it depends. Most allegations will be investigated by the Sgts at OPA
inter-personnel	many departments will see complaint	It depends who you call and who you make complaint with. Also, It may depend on who answers the phone. It could be your immediate supervisor, lieutenant , Captain, Training unit or Office of Professional Accountability who directs complaint to detective that drills the civilian employee like a suspect on recorded tape. The detective will mix facts up & change your thoughts & ideas to benefit his belief to pass on to OPA. This occurred June 1918. I believe the department was in process of having a civilian board to investigate all complaints. That would be ideal.
inter-personnel	many departments will see complaint	OPA or the SGT of the named employee
inter-personnel	many departments will see complaint	We have a division made up of sworn and civilian employee's who are part of the process. A sergeant will investigate the complaint and determine if the officer did or did not violate policies, procedures, and/or criminal acts.
inter-personnel	many departments will see complaint	Supervisor Action For complaints that are classified as Supervisor Action, the OPA requires that the employee's Supervisor take certain actions to address the issues that were raised in the complaint. For example, the Supervisor may review performance expectations with the employee and contact the complainant to explain the actions that were taken and to address

		the complainant's concerns.
		<p>OPA Investigation</p> <p>OPA investigators conduct a comprehensive investigation, which includes collecting and reviewing evidence, obtaining copies of police reports related to the incident, conducting in-depth interviews with the complainant and involved officers, and identifying and interviewing independent witnesses. Additional investigative steps are taken as needed.</p> <p>Each complaint contains one or more allegation(s) of misconduct. Each allegation is associated with a specific Police Department policy which may have been violated.</p> <p>Once the full investigation is complete, the investigative file is given to the Director and the Office of Inspector General to review. The Director confirms that no further investigation is required, reviews the case, reviews the allegations and determines whether misconduct did occur.</p>
investi	single departments will handle complaint	sworn investigators
investi	single departments will handle complaint	Detective Sergeants
investi	single departments will handle complaint	Police supervisor or commander
investi	single departments will handle complaint	Sworn SPD sergeants investigate all claims of misconduct by SPD employees. Those sergeants are overseen by civilian management.
OPA track	Complaints are dealt with by oversight office	The Office of Professional Accountability opens an investigation
OPA track	Complaints are dealt with by oversight office	Unsure, we give them OPA's name number website or e-mail
OPA track	Complaints are dealt with by oversight office	OPA SGTs
OPA track	Complaints are dealt with by oversight office	Complaints go through OPA, then follow up is based on the level of complaint. Some are full investigations by assigned sergeants within OPA, others are sent to line supervisor to address minor complaints with their subordinates. Criminal

		complaints are sent to detective sergeants in respective follow up units.
OPA track	Complaints are dealt with by oversight office	OPA Investigator
OPA track	Complaints are dealt with by oversight office	The Office of Police Accountability investigates these complaints.
OPA track	Complaints are dealt with by oversight office	Complaints are investigated by the Office of Police Accountability, a mixture of both sworn and non-sworn personnel.
OPA track	Complaints are dealt with by oversight office	OPA investigates them or sends them to supervisors. When OPA investigates they have an open case for 180 days and order the officer to attend interviews.
OPA track	Complaints are dealt with by oversight office	opa
OPA track	Complaints are dealt with by oversight office	on line info SPD Office of Professional Accountability website
OPA track	Complaints are dealt with by oversight office	detective sergeants in the OPA bureau
OPA track	Complaints are dealt with by oversight office	The Office of Professional Accountability, which has both sworn and civilian members, including a civilian director.
submit-track	complaints are submitted and tracked	Once the complaints are submitted they are assigned to be investigated and logged into a separate system for tracking.
submit-track	complaints are submitted and tracked	Supervisors take complaints and respond to the complainant about the outcome. A formal investigation may be undertaken for complaints of a serious nature.
submit-track	complaints are submitted and tracked	depending on the seriousness, Internal Investigations or a precinct level investigation.
submit-track	complaints are submitted and tracked	our internal affairs unit, unless a minor event, then our precinct command
unknown	respondent does not know answer	I don't know

Table #25 Thematic Analysis- Survey Question

Code Name	Theme	Conduct information part of training? If yes, please describe this training
goal	High importance to department	main goal of our office

goal	High importance to department	In an indirect way, yes. There are situations where there may be a lack of training and the problem is frequent. After analyzing the problem the training unit researches ways to resolve the problem and training is provided. ex. placing a noncompliant subject on to gurney, to lower the risk of injuries to the subject and/or officers.
instruction	Teaching of policy	All members are provided instruction on the complaint process.
instruction	Teaching of policy	classroom, eLearning (interactive video), policy bulletins.
Instruction, training	Teaching of policy/continued training of information	It's a large part of first line supervisor training. Classroom presentation and table top discussion.
Instruction, training	Teaching of policy/continued training of information	Approximately half a day of training on the basic process during post-academy training, plus various references to it throughout our post-academy training
Instruction, training	Teaching of policy/continued training of information	New hires are provided with department policy and the role of the Office of Police Accountability and EEO are explained.
Instruction, training	Teaching of policy/continued training of information	OPA visits all recruits.
Instruction, training	Teaching of policy/continued training of information	OPA director comes to training and explains the process
Instruction, training	Teaching of policy/continued training of information	OPA process is part of new officer training as well as ongoing roll call education
policy	information is part of the policy manual	Part of supervisor training manual and in policy.
policy	information is part of the policy manual	We are told what the manual requires. We are also informed of our right to a guild rep, Garrity etc. Officers are not required to know what happens once the complaint goes to OPA.
policy	information is part of the policy manual	The information is part of our department policies and procedures manual, which is required reading for all employees.
sarcasm	Unhelpful or rude answer	It rules our every thought and every decision
survey flaw	Officers do not submit complaints	Your survey is flawed, the answer is police officers don't know the answer to

		many of these questions. Police officers have not often filed a complaint so how would we know if there are translators?
training	training on information is evaluated	Each complaint that is sustained is assessed through the lens of training. Was the officer trained properly or did they deviate from their training and policy
training	training on information is evaluated	Post-BLEA, on-going training for experienced officers.
training	training on information is evaluated	contact the Training Unit for this information
training	training on information is evaluated	Ongoing
training	training on information is evaluated	initial training upon agency hire
training	training on information is evaluated	In any capacity of personnel in the department, it is 'taught' that any and all complaints from the public, and even within the department, are handled through the Office of Professional Accountability (OPA).
training	training on information is evaluated	it's beyond exhausting and part of basically every training, whether relevant or not.
training	training on information is evaluated	training on when it is required within department policy to assist a complainant
training	training on information is evaluated	Discussed during training classes
unknown	respondent does not know answer	I am not totally sure of the training
unknown	respondent does not know answer	Too lengthy to describe.

Table #26 Thematic Analysis- Survey Question

Code Name	Description	What would you do to improve the current services available for submitting complaints?
improve	a lot more needs to be improved	Yes, I would like to have the precincts open 24 hours a day for citizens to walk in to make reports or complaints. Also, I would like patrol officers at all community centers on desk duty available to take reports or complaints--in person contact would make the citizen feel better. I would like civilian oversight into all Police misconduct & investigations. That would

		close OPA unit & free up all those officers on desk duty to send to patrol. Absolutely, no detectives or chain of command to investigate any complaints. We need people of all backgrounds & diversity on civilian board.
additional languages	should include more languages	Have the form available in more languages.
additional languages	should include more languages	More languages available on the website.
additional languages, no improve	should include more languages, nothing more needs to be improved	I would have assumed that the form was available in other languages, so I would change that. Otherwise, I think the process is extremely accessible and simple.
easy understanding essential	very essential to have a simple process for civilians/officers to understand	Allow for more feedback from the residences on the complaint form. Allow for more of a dialog in hopes of educating the residents.
easy understanding essential	very essential to have a simple process for civilians/officers to understand	Feedback from the public is an important part to have. The process should not be difficult and be easy to understand. Having knowledge of shortcomings and addressing them is essential.
easy understanding essential	very essential to have a simple process for civilians/officers to understand	make it easier to find form/format/site on SPD website
easy understanding essential	very essential to have a simple process for civilians/officers to understand	a more user friendly electronic interface-enabled web page
easy understanding essential	very essential to have a simple process for civilians/officers to understand	Create a fillable form online, for community members to fill out - rather than have to wait on the phone, or via email. If they had a better understanding of what kind of information is pertinent, it would likely make the screening process a bit more efficient.
false reporting	many instances of false reporting should stop	Charge those that file complaints that are unambiguously lies for false reporting
false reporting	many instances of false reporting should stop	Do not accept complaints from complainants who have demonstrably shown to be dishonest.
false reporting		Advise those submitting complaints that frivolous and false complaints will be forwarded for criminal prosecution for False Reporting.
false reporting	many instances of false reporting should stop	Make the complainant swear under penalty of perjury that the complaint is true.

services	Lessen the services available	Lessen it
no anon	no more anonymous responses	No anonymous complaints or if person refuses to cooperate, eliminate the complaint.
no anon	no more anonymous responses	Anonymous complaints are not fair to the Officers and can be used as a form a harassment. This is unfair to Officers
no anon	no more anonymous responses	Require Complainant identification for a complaint. Bring back the "UNFOUNDED/UNSUBSTANTIATED" Classification for Complaint investigations. Apply minimal Common Sense standards to Complaint intakes and investigations. Treat the Officers receiving Complaints with at least the same level of rights and respect as Suspects we arrest - Innocent Until PROVEN Guilty.
no anon, false reporting	no more anonymous responses, many instances of false reporting should stop	Not allow anonymous third party complaints. If police officers' videos disprove the complaints beyond a reasonable doubt then false reporting charges should come down on the citizen. Not "he said she said" or but like a complaint that claims "the officer raped me on the hood of the patrol car" and the entire incident is on camera and it never happened.
no improve	nothing needs to be improved	I cannot think of anything that has not been tried and is currently acceptable. Any and all complaints real or imagined and accepted and classified.
no improve	nothing needs to be improved	Nothing.
no improve	nothing needs to be improved	We do our best to be transparent and to have many avenues of complaint available to people. We'll take complaints from anyone, anywhere, anytime.
no improve	nothing needs to be improved	The Seattle Police Department stresses "procedural justice" for the citizens of Seattle. The idea being that citizens trust the department when they feel they are being treated fairly relative to others, they can explain or defend their behavior, and their explanation is taken into account before any police action is taken. This strategy is taught to all officers and is even placarded around the training facility.
	nothing needs to be improved	The Seattle Police Department does not however, believe in procedural justice for

		<p>officers. Anyone at all can make a complaint against an officer, the complaint can be malicious lies, and the department and the Office of Police Accountability will do nothing to try and stop the person from damaging the officer's career and reputation. Anyone can file repeated demonstrably false complaints and face no repercussions at all. The department values taking complaints over the careers and well-being of officers in a misguided attempt at greater accountability.</p> <p>There is nothing the Seattle Police Department can do to improve services for submitting complaints. They already take complaints in any form they can find from anyone at all. The real reason they will never change that is because they want false complaints. Even false complaints allow them to go on vendetta expeditions to try and find any reason to discipline officers because it makes them look "More accountable."</p>
no improve	nothing needs to be improved	Nothing. Our department has made it extremely simple and almost too easy to file a complaint. I am against anonymous complaints unless video evidence is available.
no improve	nothing needs to be improved	Nothing--it is thorough enough as is
redirect	burdensome minor complaints should be redirected	automatic redirect system for minor complaints directly to supervisors/commanders of officers instead of central clearinghouse for all complaints. adds time to complaint process and onerous burden on officers to go through the central system.
sarcasm	unhelpful or rude answer	I think every officer should just have a complaint made solely for being a Seattle Police Officer
sarcasm	unhelpful or rude answer	It is not possible to improve it. But wait. We could go to community meetings every month and ask for complaints- or follow up with everyone we arrest or use force on and ask the rapist, robber, murderer if they were satisfied with the service they received. I know you youngsters are fairly dense- so that was sarcasm. If you cant figure out how to make a complaint against a cop in Seattle in 2019 then

		you are probably too stupid to live (or a Social Justice or Ethnic Studies major)
Sarcasm, no improve	unhelpful or rude answer	I don't think there is any possible way to make it easier. I'm sure they would take complaints filed by morse-code or carrier pigeon, in Klingon, if someone tried. People will still complain that it's hard, but I don't think any of those people have actually tried. Really, you could call and say I'm a space alien, sent here to steal your mother's secret cupcake recipe, and they would legitimately investigate it and make me come in and give a recorded statement. And at the end, I would still have a mark on my record indicating that I was investigated for "Unprofessional conduct and dishonesty"
improve, no anon, false reporting	a lot more needs to be improved, no more anonymous responses, many instances of false reporting should stop	I don't think citizens should be able to file complaints that are over five years old. I don't think third party persons involved with the event should be the ones to file the complaint, the effective party should. Some of these complaints come from mentally disturbed people, or are disproven from the outset, yet we still have to go through the very time consuming process. Low level complaints or chronic false complainers should be flagged.

Table #27 Preliminary Examination of King County Law Enforcement Websites

Zip-code	Policy on website?	Form on Website?	Alternative Languages Available?	Contract City provides link to KCSO complaint form?
98001	No	Yes	No	N/A
98002	No	No	No	N/A
98004	No	No	No	No
98004	No	Yes- titled as "feedback to the police"	No	N/A
98010	No	Yes- titled as "citizen feedback form"	No	N/A
98011	No	Yes	Yes	N/A
98166	No	No	No	No

98014	No	No	No	No- does link to KCSO main page
98042	No	No	No	No
98198	No	Yes	No	N/A
98019	No	Yes- titled "citizen comment form"	No	N/A
98022	No	Yes	No	N/A
98003	No	Yes- titled "police comment form"	No	N/A
98039	No	No	No	N/A
98027	No- only on Title VI form	Yes- Title VI Complaints Process and form	No	N/A
98028	No	No- citizen action request online form available (not sure if used for complaints/commendations)	Yes	No- does link to KCSO main page
98032	No	Yes	No	N/A
98104, 98056, 98166, 98038	No	Yes	No	N/A
98034	No	Yes	No	N/A
98155	No	Yes	No	N/A
98038	No	No	No	No
98039	No	No	No	N/A
98040	No	No	No	N/A
98108	No	No	No	Yes
98056	No	No	No	No
98166	No	No	No	N/A
98065	No	No	No	N/A
98047	No	No	No	N/A
98052	No	No	No	N/A
98057	No	Yes-downloadable "feedback" form	No	N/A

98075	No	No - general questions/comments form available	No	No
98188	No	No- in person or phone	No	Yes
98104, 98101, 98122, 98106, 98133, 98108	Yes	Yes	No	N/A
98133	Yes- similar to KCSO website	No	No	Yes
98288	No	No	No	N/A
98056	No	Yes	No	N/A
98134	No	No	No	Yes
98188	No	No- instructed to email	No	N/A
98072	No	No	No	N/A
98004	No	No	No	N/A

Table #28 Zip-code x Median Income

Correlations

			Median Household Income	zipcode
Spearman's rho	Median Household Income	Correlation Coefficient	1.000	.914**
		Sig. (2-tailed)	.	.000
		N	34	34
	zipcode	Correlation Coefficient	.914**	1.000
		Sig. (2-tailed)	.000	.
		N	34	37

** . Correlation is significant at the 0.01 level (2-tailed).