



Poulsbo Police Department

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Dan Schoonmaker, Chief of Police

MEMORANDUM

TO: Chief Dan Schoonmaker
 FROM: Deputy Chief Troy Grossman
 SUBJECT: 2019 Complaint Analysis
 DATE: April 20, 2020

As part of our continued analysis of our service to the community, I have completed this analysis of our Internal Reviews involving allegations of conduct violations from both internal and external sources.

The following is summary of my analysis:

General Categories of Conduct Complaints - 2019	
Dissatisfied with handling of a call, investigation or report	1
Demeanor/Courtesy/Rudeness	3
Excessive Force	0
Traffic Violations/Vehicle Use by Officer	0
Failure to Arrest	0
Search and Seizure	0
Disputed Traffic Infraction	0
Unlawful Arrest	0
Harassment/Racial Discrimination	0
Total	4

Dispositions	Explanation of Dispositions	# of Resolutions in each disposition category
Sustained	The act occurred and it constitutes misconduct	0
Exonerated	The alleged act occurred, but the act was justified, lawful, and/or proper	3
Not Sustained	There is insufficient evidence to sustain the complaint or fully exonerate the employee	1
Unfounded	The allegation was false or not factual or the alleged act(s) did not occur, or did not involve Department personnel	0
Incomplete	Allegation is still under investigation	0



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Review #	Summary	Disposition	Action Taken
19-07	A citizen complained that her daughter was treated rudely and unprofessionally during a traffic investigation	Not Sustained	Verbally Counseled
19-21	A citizen complained that officers were unprofessional and provided her conflicting information	Exonerated	None
19-25	A citizen complained that an officer's actions during an officer involved shooting scared their 16-year-old son and his friends	Exonerated	None
19-28	A citizen complained that officers failed to take a report	Exonerated	None

ANALYSIS

The Poulsbo Police Department's process is to administratively review all complaints received by the agency, no matter who received them or in what format they have been received. This builds trust with the community and provides a clearer picture of employee conduct and community perception. It also increases our transparency with a demonstration that we are willing to critically evaluate our actions. In some cases, as in the pending conduct allegation from the officer involved shooting, we will seek an outside review by a highly qualified investigator. This adds an extra level of transparency and review for significant events. In short, we take complaints from the community seriously.

In 2019, we received a total of four complaints from the community. This was down from 9 complaints received in 2018. Of the four complaints received, three resulted in findings that *exonerated* the actions of the employees, and the fourth resulted in a finding of *not sustained*.

Three of the investigations involved demeanor, courtesy and/or rudeness complaints. This represent 75% of the complaints received. Customer service and our interactions with the community is an essential part of our duties. While I do not believe this number of complaints represents a significant trend, working towards improving our interactions with the community should always be paramount.



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RECOMMENDATION:

Although no significant trends were identified, my recommendation is that the Poulsbo Police Department continue its course of frequent and critical self-evaluation to ensure we are doing all we can to provide excellent service to our community and to hold ourselves accountable to our Mission, Vision and Values.

Reviewed by:

A handwritten signature in blue ink, appearing to read "Dan Schoonmaker", is written over a horizontal line.

Dan Schoonmaker, Chief of Police

August 27, 2020