

COMPLAINT TRACKER

Complaint Number	Date	Shift	Internal/External	Description of Events	Validity of
2021-01	1/19/2021	2nd	Internal	Employee failed to report for overtime duty as scheduled	Founded
2021-02	1/21/2021	2nd	External	Employee failed to properly handle call for service in ref to wreckless driving and possible criminal mischief.	Unfounded
2021-03	1/27/2021	3rd	External	Rudeness via radio	Unfounded
2021-04	2/1/2021	1st	External	Employee advised on Channel 1 that a gun was not stolen. It was stolen, however when reviewed employee misread the serial number. When returned the NSR info she repeated back the serial number she heard &	Founded
2021-05	2/11/2021	2nd	Internal	Employee failed to correctly enter address which resulted in an hour delay in service	Founded
2021-06	3/16/2021	2nd	Internal	Employees engaged in a verbal dispute on the PSAP floor	Founded
2021-07	3/25/2021	1st	Internal	Chain of command.	Founded
2021-08	4/2/2021	3rd	External	Employee advised an officer on Channel 1 that two warrants were confirmed when the subject only had summons. An arrest was made as a result.	Founded
2021-10	5/4/2021	1st	External	Allegation of a delay in call processing time. LFD personnel responding to the event advised that the response was delayed by 30	Unfounded
2021-11	5/4/2021	2nd	Internal	Reference behavior in the room on 4/26/2021 towards another employee	Founded
2021-12	5/9/2021	2nd	Internal	Employee failed to update call narrative with pertinent information, verbally relayed incorrect information, and failed to drop a fire call for service in an adequate amount of	Founded
2021-13	6/29/2021	1st	External	Delay of response due to wrong address entered	Founded
2021-14	7/23/2021	2nd	Internal	Delay of response due to changing the priority on a disorder.	Founded
2021-15	7/23/2021	2nd	External	6 minute ring time on a 911 call.	Unfounded
2021-16	10/24/2021	1st	External	Mishandled Signal 7	Founded
2021-17	10/28/2021	1st	External	Confrontational Call Taker / Hung up	Founded
2021-18	10/28/2021	1st	Internal	Rude Call Taker	Founded

