Professional Standards & Internal Affairs
Electronic Complaint File Management System

Eff. Date ~~12/04/2025~~

General Purpose

This Standard Operating Procedure establishes operational protocols for Professional Standards & Internal Affairs (PS&IA) to become a paperless unit, eliminating the need to create and maintain paper files except in unusual circumstances.

File Creation and Maintenance

All administrative and investigatory documents may be submitted in either electronic or paper format. PS&IA personnel will electronically convert all necessary documents into a PDF. Documents should be appropriately titled (see below) and placed within ~~both the F:\ drive and~~ the official PS&IA Case Management Software. Once a document is placed into the relevant PS&IA electronic filing system~~s~~, the original paper documents can be destroyed as outlined below. It is unnecessary to retain a paper copy of electronically submitted original documents.

When a document is submitted in paper format (i.e., written complaint), PS&IA personnel will scan the document into the PS&IA folder in order to convert it into a PDF file. That PDF file should then be appropriately titled (see below) and placed ~~within the F:\ drive, as well as~~ within the PS&IA Case Management Software.

All paper documents should be maintained for a minimum of 48 hours in order to ensure that the document has not been lost due to a server malfunction. After 48 hours, a document can be destroyed, regardless if the document has an original signature. This process applies to all finalized documents submitted throughout the complaint process, including written complaints from the public and original signed discipline letters. The only paper documents which shall be maintained are handwritten documents considered to be evidence (i.e., a handwritten note by an employee). All other documents can be destroyed following the aforementioned guidelines; however, if there is an open records request pending on any document, this document may not be destroyed until after the request has been granted or until at least sixty days after the date that the request is denied. If any document is the subject of a pending legal action, it may not be destroyed without the express consent of the City Attorney.

Signed Documents

In most circumstances, it is not necessary to sign the majority of administrative forms. Legal documents drafted by the Office of City Attorney and discipline letters for individual cases require a signature, although once scanned into a PDF, these original signed documents can be destroyed following the guidelines noted above. As noted above, all documents submitted in paper format should be retained for a minimum of 48 hours once the document has been converted into a PDF and stored within ~~both the F:drive and~~ the PS&IA Case Management Software.

Document Titling

Each incident should be provided with a corresponding consecutive tracking number, and each document within those incidents should be appropriately titled.

Incident Type	Title
Audit – Arbitrator	20xxARB-0001
Audit – Use of Force	20xxUFA-0001
Awards & Commendations	20xxAC-0001
Civilian PSIA	20xxCPSIA-0001
Inquiry	20xxIQ-0001

Notice of Claim	20xx-NC0001
Performance Improvement Plan	20xxPIP-0001
PSIA	20xxPSIA-0001
Use of Force	20xxUOF-0001
Vehicle Accident	20xxSC-0001
Vehicle Pursuit	20xxP-0001
Work Rules	20xxWR-0001
Restorative Performance	20xxRP-0001
Internal Review	20xxIR-0001

If a consecutive tracking number is skipped or purged, PSIA will retain documentation listing the missing tracking number and the reason it was skipped or purged.

Supporting documents should be titled in the following manner, using the corresponding tracking number and document type:

Examples:

INCIDENT NUMBER	*DOCUMENT TYPE*
20~~19~~xxPSIA-0001	Written Complaint
20~~19~~xxPSIA-0001	Interview Notification
20~~19~~xxPSIA-0001	Interview Transcript
20~~19~~xxPSIA-0001	Investigation
20~~19~~xxPSIA-0001	Memo
20~~19~~xxPSIA-0001	PreD Notice
20~~19~~xxPSIA-0001	PreD Response
20~~19~~xxPSIA-0001	PreD+Findings
20~~19~~xxPSIA-0001	Command Review
20~~19~~xxPSIA-0001	Letter of Reprimand
20~~19~~xxPSIA-0001	Discipline
20~~19~~xxPSIA-0001	Restorative Performance
20~~19~~xxPSIA-0001	Media Summary

Data Integrity

Sustained violations will only be entered and tracked under the PSIA incident type. If a sustained violation is discovered during the investigation of another incident type (i.e., during a pursuit review), a new PSIA incident type will be created to document the violation, and it will be linked to the original incident type within the PS&IA Case Management Software.

Likewise, if during the course of investigating an externally generated complaint a new allegation is discovered internally, the new allegations will be tracked via a separate PSIA incident type with “source of information” tab indicating those allegations originated from an internal source.

Video Footage

PS&IA personnel will instruct the administrator for squad video to save any pertinent squad video onto the evidence server. Once saved onto the server, PS&IA personnel do not need to retain a hard copy for the file. This procedure does not apply to any video or audio footage obtained from an external source (e.g., a business security camera). In cases where external video is located, PS&IA will provide the video to FSU to upload the video to the server as evidence; the original video will only be maintained by PS&IA if it cannot be saved to the video server. The programs utilized by the administrator, Panasonic Arbitrator, along with Genetec Clearance, has the ability to index and track pertinent video, in addition to restricting access as prescribed by PS&IA on a case-by-case basis. PS&IA personnel will also make a notation within the PS&IA Case Management Software whenever there is video available in a case.

Closing Cases

PS&IA personnel are responsible for officially closing all types of internal investigations. Prior to closing the case, PS&IA personnel will ensure that all finalized documents are located within the PS&IA Case Management Software ~~and on the F: drive~~, unless otherwise noted.

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