



Date: May 5, 2022  
To: Dave Fuller, Director  
From: Leslie Chapman, Human Resources Manager  
Cc: Kris DeVore, Deputy Director 911 Operations  
CALEA Yearly Review / PowerDMS

Re: **Summary of Complaint File for the Year 2021**

Per CALEA Standard 1.4.11 and CRESA Written Directive 05.049, I reviewed all internal investigations of formal complaints filed with CRESA during 2021.

The purpose of this report is to provide a statistical summary of the Agency records of internal investigations that were conducted throughout the year. This Annual Statistical Summary and Review of the Complaints is to be made available in the annual report and for the administrative board.

**General Overview**

The number of complaints compared to calls per year continues to show a very low ratio of complaints to calls:

<i>Year</i>	<i>Total Complaints</i>	<i>Total Calls</i>	<i>Ratio: Complaints to Calls</i>
<b>2021</b>	21	489,403	1: 23,305
<b>2020</b>	10	528,579	1 : 52,858
<b>2019</b>	13	470,509	1: 36,193
<b>2018</b>	10	395,492	1: 39,549
<b>2017</b>	17	399,674	1: 23,510
<b>2016</b>	4	408,439	1:102,110
<b>2015</b>	12	405,934	1: 33,827
<b>2014</b>	9	384,160	1 : 42,684
<b>2013</b>	10	375,458	1 : 37,546
<b>2012</b>	9	380,654	1 : 42,295
<b>2011</b>	23	377,412	1 : 16,409

During 2021

52 % complaints were due to performance

62% complaints were substantiated and appropriate corrective action applied

91% of the complaints were external complaints

0 complaints involving an internal affairs investigation

**Summary:**

All investigations were in completed within the required 30 day timeframe or if they could not be all parties were notified appropriately of an extended timeframe.

Investigators conducted the investigations in a professional manner and properly documented the investigation.

