

OPD General Order 52.1.19

52.1.19 Citizen consideration

The Department endeavors to be considerate of the needs of citizens who become a part of the professional conduct review system.

- I. Citizens making complaints or comments are treated respectfully by Department employees;
- II. Citizens making complaints or comments are listened to attentively and in a non-judgmental manner by those employees taking, investigating and processing their complaints/comments.
- III. Professional conduct review conferences and interviews with citizens are scheduled, by appointment, during regular business hours or at other reasonable times that are convenient to the effected citizens.
- IV. Citizens are provided with a comfortable, private location in which to discuss matters related to complaints and professional conduct investigations.
- V. At the time a complaint is made, each complainant is provided with key information about the review process, including, but not limited to the following:
 - A. Who (i.e., the supervisory level) they should expect to investigate the matter;
 - B. When they should expect to initially hear from the assigned investigator;
 - C. The time line for investigations (60 or 90 days);
 - D. Why investigation time lines may need to be extended; how that happens; and what notifications they should expect if extensions do occur;
 - E. What dispositions may result from the investigation;
 - F. What notification they should expect when the investigation is complete and when that notification should be expected.