


<b>Fairfax County Police Civilian Review Panel Procedural Memorandum</b>	
No: <b>O-1</b>	Subject: <b>Intake and Processing of Initial Complaints</b>
Approval Date: <b>December 6, 2018</b>	Review Date: <b>December 2020</b>
Signed by Rhonda S. VanLowe, Chair	

**Purpose:** To provide procedures for filing Complaints and processing Initial Complaints submitted to the Panel in a timely, responsive, and consistent manner.

**Filing a Complaint**

- Persons may submit a Complaint to the Panel on the Complaint Form (Attachment 1, updated periodically) or in another written format (email, letter, etc.). A Complaint form is available electronically on the Panel’s webpage, in hard copy in the Auditor’s Office, and at other County locations (where brochures are displayed).
- A complainant may file a Complaint by:
  - Sending the Complaint Form or other written correspondence to the Panel:
    - via U.S. Mail to the Panel or Auditor at 12000 Government Center Parkway, Suite 233A, Fairfax, VA 22035.
    - via email to the Panel or Auditor at: [PoliceCivilianReviewPanel@fairfaxcounty.gov](mailto:PoliceCivilianReviewPanel@fairfaxcounty.gov) or [IPAPoliceAuditor@fairfaxcounty.gov](mailto:IPAPoliceAuditor@fairfaxcounty.gov).
  - Calling the Office of the Independent Police Auditor. Staff can direct the complainant to complete a Complaint form or, if preferred by the complainant, Staff will fill out a Complaint Form on his or her behalf. Complainants will be given the opportunity to review the accuracy of the Complaint form before it is forwarded to the Panel.
  - Delivering the Complaint Form or other written correspondence in person to the Auditor’s office or placing in the secured Complaint Form drop box outside of the office.

**Initial Complaints**

- The Panel Chair, in consultation with Staff, will determine whether:
  - a Complaint is an Initial Complaint or a Request for Review,

- the matter described in the Complaint is the subject of pending civil, criminal, or administrative litigation, and
- whether the incident occurred after December 6, 2016 and is otherwise timely filed.
- Staff, in consultation with the Panel Chair, will prepare correspondence acknowledging the Panel's receipt of the Initial Complaint, using the attached template:
  - Confirmation of Receipt – Initial Complaint (No Pending Litigation) (Attachment 2)
  - Confirmation of Receipt – Initial Complaint (Pending Litigation) (Attachment 3)
- The Panel Chair will forward Complaints to the FCPD Liaison.
- Once an Initial Complaint is forwarded to the FCPD Liaison, the FCPD will have 60 days to conduct its investigation (unless the time period is extended upon request of FCPD to the Panel) and send its findings to the complainant and to the Panel.
- If the FCPD requests a time extension for the Investigation of the complaint, Staff, in consultation with the Panel Chair, will draft and send a letter to the complainant notifying the complainant of the time extension and the FCPD's expected date of completion of the Investigation, using the attached template:
  - Notification of Investigation Extension Request by FCPD (Attachment 4)
- Upon receiving the findings letter from the FCPD, Staff, in consultation with the Panel Chair, will draft and send a letter to the complainant that explains the process for requesting a review of the Investigation, using the appropriate template as follows:
  - FCPD Investigation Complete – Instructions to Request a Review (Attachment 5)

**Other Actions**

- The Panel Chair will appoint two Review Liaisons to perform the duties outlined in Fairfax County Police Civilian Review Panel Procedural Memorandum: Duties of Review Liaisons.
- The Panel Chair, with assistance from Staff, will send Complaints to Panel Members for their information.

- The Panel Chair may consult with the Fairfax County Community Services Board with respect to the processing of Complaints.

### **Requests for Review**

- Requests for review will be processed in accordance with Fairfax County Police Civilian Review Panel Procedural Memorandum: Review Requests.