

LCS Unit Order 77

LANCASTER STATION

UNIT ORDER # 77

BACK SEAT DETENTION COMPLAINTS

PURPOSE:

The purpose of this unit order is to set forth procedures regarding the handling of citizen complaints relating to Back Seat Detentions (BSD's), and the procedures for addressing them while in the field. This unit order satisfies DOJ Settlement Agreement Number 49.

SCOPE:

This directive applies to all personnel assigned to Lancaster sheriff's station.

ORDER:

Any citizen contact in which a back seat detention occurs and the detainee wishes to complain as a result, the following procedures **shall** be adhered to;

Deputy Responsibility

- The handling deputy(s) **shall** request a field supervisor to take the complaint
- If the detainee does not wish to wait for a supervisor, the deputy(s) **shall** issue the pamphlet "Procedures for Public Comment", along with his/her business card

- Upon completion of the contact, the deputy(s) **shall** immediately notify the watch commander of the contact

Field Supervisor Responsibility

- When requested, the field supervisor **shall** respond and take the complaint in the field

Watch Commander Responsibility

- The watch commander **shall** make an entry in the watch commanders log when notified of the complaint

All patrol vehicles, including DB vehicles, **shall** have the pamphlet "Procedures for Public Comment." The pamphlets **shall** be secured in the school safety binder of the vehicle. It is the deputy's responsibility to ensure the vehicle has the pamphlet prior to entering service.

All logging of citizen contacts via the Mobile Digital Computer policies remain in place.

All personnel are reminded of Department policy pertaining to business cards:

M.P.P. 3-01/110.45 BUSINESS CARDS

Sworn members performing duties involving direct public contact must possess business cards. They must be presented to members of the public upon request.
