

## **UNIT ORDER #14 - RECEIPT OF WATCH COMMANDER SERVICE COMMENT REPORTS BY INTERNAL AFFAIRS BUREAU (IAB) PERSONNEL**

All complaints shall be accepted in a courteous, understanding and professional manner. The "Watch Commanders Service Comment Report" (WCSCR) will be used to record all complaints received by the Internal Affairs Bureau (IAB). The following procedures shall be adhered to by IAB personnel receiving complaints from the public when assigned as the Duty Sergeant:

### Duty Sergeant Procedures

- At the beginning of his/her tour of duty, the Duty Sergeant will obtain sequentially numbered WCSCR's from the file folder which is maintained by the timecards binder.
- The Duty Sergeant is responsible for the completion of all WCSRCs and for completing the "Watch Commanders Service Comment Report Log" sign out sheet, which is maintained by the timecards.
- At the end of the day, the Duty Sergeant shall submit the complaint to the designated professional staff member.

### Procedures for Designated Professional Staff Member:

- Maintain, track and distribute all WCSCRs completed by IAB personnel.
  - Ensure that the cover memo for each WCSCR is signed by the IAB Captain or his/her designee.
  - at all copies of the WCSCR and a copy of the narrative page, if any, are mailed to the concerned unit for distribution. In those incidents where the complaint was lodged in person at IAB, the sergeant handling the complaint will personally provide the complainant with the appropriate forms (Make a photocopy of all IAB generated documentation for IAB record keeping purposes).
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