

BERKELEY POLICE DEPARTMENT

DATE ISSUED: September 1, 1988

GENERAL ORDER O-7

SUBJECT: MISCELLANEOUS SERVICE COMPLAINT CLASSIFICATION

- 1 - The report classification of Miscellaneous Service Complaint (MSC) may be used in the recording of routine complaints and investigations which can be completed within the tour of duty, requiring no follow-up and which involve little or no investigative work or explanation.
- 2 - The purpose of the MSC classification is to minimize the amount of time required to prepare and process such reports.
- 3 - The Complaint Dispatch Card (hereinafter, complaint card), which is used as a complaint form and face card for all investigative reports, shall serve as a record of the investigation of any complaint or requests for police service which is assigned the classification of MSC.
- 4 - In completing the complaint card, Communications **Center** personnel shall enter on the card all information necessary to the identification of the complaint and/or reporting party including full name, address telephone number, and the person(s) and/or vehicle(s) involved in the complaint.
 - (a) A brief description of the nature of the complaint or request for police services shall be entered on the complaint card.
- 5 - Upon completion of the investigation of each complaint or request for police services, the assigned officer shall inform the Communications **Center Public Safety Dispatcher at the "Control" position** of the classification to be assigned to the **incident** and shall also provide full information on other persons involved in the complaint.
 - (a) The reverse side of the complaint card may be used to record additional information.
- 6 - If the assigned officer's investigation established that the investigation or request for police services should be assigned the classification of MSC, the **Public Safety Dispatcher assigned to the "Control" position** shall print on the complaint card the letters "MSC" and one of the following descriptive phrases appropriate to the type of investigation made or police service rendered.
 - (a) Noisy _____ (party/auto/dog, etc.) **Upon receipt of a second complaint, the name of the offending or responsible party shall be obtained by the assigned officer and recorded on the complaint card.**
 - (b) Transportation to hospital.
 - (c) Service to householder or business re _____.
 - (d) Miscellaneous traffic complaint.

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- (e) **Reported suspicious circumstances (person/autos/noise/open doors, etc.) which "prove OK" upon investigation by assigned officer.**
 - (1) **Name of offending or responsible party shall be obtained where appropriate/possible and recorded on the complaint card.**
 - (f) **Frightened person.**
 - (g) **Aid to an outside agency.**
 - (h) **Civil matters (standby/advice).**
 - (i) **Miscellaneous service re _____.**
- 7 - **Care and judgment by the assigned officer** shall be used in evaluating a complaint at the time of receipt and in assigning a classification upon completion of the initial investigation.
- (a) **A ranking officer shall have the authority to order a change in the classification if he/she deems the original classification to be inappropriate.** The decision of the Commander of the Service Division shall be final in determining the appropriate classification of reports.
- 8 - When the entry of all information on the complaint card has been completed, including the assignment of the classification of MSC, the complaint card shall be routed **as follows:**
- (a) **To the MSC tray for coding and assignment of case numbers at the end of swing shift; or**
 - (b) **To the 30-day pending tray if the card lacks the necessary information (i.e., the officer was unable to locate the RP/Victim and insufficient information exists, etc.).**
- 9 - **During** each shift, the Communications **Center supervisor shall** review for completeness and accuracy each complaint card to be filed under the classification of MSC.
- (a) If a complaint card is found to be unacceptable for filing under the classification of MSC because the information entered thereon is incomplete, the classification assigned is deemed inappropriate, or other discrepancy is found to exist, the reviewing **supervisor shall**, without delay, take appropriate action to correct the discrepancy.
- 10 - All complaint cards assigned to MSC classification shall be temporarily stored **in**

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either the MSC tray or the 30 day pending tray (as noted in paragraph 8 (b) above) on a daily basis prior to coding and numbering.

(a) At the end of the **evening** shift each day, the MSC classified complaint cards shall be placed in chronological order based upon time of report, **coded** and assigned case numbers in consecutive order by a member of the **Communications Center**.

- 11 - All MSC classified reports shall be entered as a group listing on the Bulletin, provided that the entry includes the first and last case numbers in the group and the notation "Assigned to MSC's."
- 12 - Complaint cards assigned the MSC classification shall be delivered to the **Statistician's office** by **Communications Center** personnel when all the foregoing steps have been completed.
- 13 - All complaint cards assigned the MSC classification shall be processed and filed according to applicable **Report Review and Service Division** rules.

Reference: General Orders A-50, C-16, C-17, D-2, J-1, O-4, O-9, R-20, R-24, **R-31**
T-16, and V-2