



Chesterfield County, Virginia Emergency Communications

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Director

Summary and Analysis of Internal Affairs Complaints filed at the Chesterfield Emergency Communications Center

September 1, 2016 through August 31, 2017

Number of Complaints	Shift	Types of Complaint	Disposition	Founded/Unfounded
1	Midnight Shift	Personnel	Finalized with no action taken	Unfounded

During the previous evaluation period; September 1, 2015 through August 31, 2016, there was one incident that fit into the category of an internal affairs incident.

During the review of the Emergency Communications Center (ECC) complaint files for any incidents of an internal affairs nature for the time frame of September 1, 2016 through August 31, 2017 there was one incident that fell into the category of an internal affairs incident.

There have been no additional incidents of an internal affairs nature for the above time frame; we believe this is due to the ECO's being aware of what is expected of them and adhering to a higher standard of professionalism. There is no need for additional center wide training or a need to update our policies and procedures as they are accurate and simply need to be adhered to in relation to the above types of complaints.