



## Chesterfield County, Virginia Emergency Communications

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### Summary and Analysis of Complaints and Internal Affairs Investigations July 1, 2020 through June 30, 2021

An analysis of complaints and Internal Affairs Investigations was conducted for a year time frame from July 1, 2020 through June 30, 2021. The following is a summary of those findings:

Of the 130 complaints, 111 were internal complaints and 19 were external complaints. The numbers of complaints per shift are as follows: Days 34, Eves 66, Midnights 30, and Part-time 1; 9 of the 130 complaints were unfounded compared to 5 unfounded out of 117 total complaints in the 2020 Summary and Analysis of Complaints report. The ECC is averaging 11 complaints per month which is an increase of 1 complaint per month from the prior reporting year.

**Below is a breakdown by the type of complaint received to include founded or unfounded for FY21:**

Types of Complaint	Number of complaints	Founded	Unfounded
Wrong address	30	30	0
Pertinent information not relayed via radio or message taker	11	11	0
Failure to dispatch or delay in dispatch of field providers	3	3	0
Failure or Delay in answering or entering calls for service	3	3	0
Professionalism - Rude to a caller or co-worker	18	11	7
Miscellaneous Radio operator—incorrect verbiage, etc.	2	2	0
Miscellaneous Teletype operator – improper pass on, clearance errors, etc.	5	5	0
Miscellaneous Message taker—advising incorrect policy, contacting / cancelling wreckers, etc.	7	5	2
Other (Admin errors including tardiness, exceeding sick leave mean, dress code violations, texting, etc.)	48	48	0
Internal Affairs Complaints	3	3	0

**A comparison analysis of FY20 and FY21 year shows the following as it pertains to certain types of complaints:**

Types of Complaint	2020	2021	Variation between 2020 and 2021
Wrong address	32	30	Decrease of 2
Pertinent information not relayed via radio or message taker	7	11	Increase of 4
Failure to dispatch or delay in dispatch of field providers	3	3	No increase

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Failure or Delay in answering or entering calls for service	6	3	Decrease of 3
Professionalism / Rude to a caller or co-worker	14	11 (founded)	Decrease of 3
Miscellaneous Radio operator—incorrect verbiage, etc.	4	2	Decrease of 2
Miscellaneous Teletype operator – improper pass on, clearance errors, etc.	7	5	Decrease of 2
Miscellaneous Message taker—advising citizens incorrect policy, contacting / cancelling wreckers, etc.	12	5 (founded)	Decrease of 7
Other (Admin errors including tardiness, exceeding sick leave mean, sleeping while on duty etc.)	33	48	Increase of 15
Internal Affairs	0	3	Increase of 3