



Chesterfield County, Virginia

Emergency Communications

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Summary and Analysis of Complaints and Internal Affairs Investigations July 1, 2022, through June 30, 2023

An analysis of complaints and Internal Affairs Investigations was conducted for a year time frame from July 1, 2022, through June 30, 2023. The following is a summary of those findings:

Of the 85 complaints, 69 were internal complaints and 16 were external complaints. The numbers of complaints per shift are as follows: Days 30, Evenings 25, Midnights 26, Part-time 2, and New Hire Academy 2; 6 of the 85 complaints, 8 were unfounded compared to 8 unfounded out of 75 total complaints in the 2022 Summary and Analysis of Complaints report. The ECC is averaging 7 complaints per month which is an increase of .75 complaints per month from the prior reporting year.

Below is a breakdown by the type of complaint received to include founded or unfounded for FY23:

Types of Complaint	Number of complaints	Founded	Unfounded
Wrong address	18	18	0
Pertinent information not relayed via radio or message taker	4	3	1
Failure to dispatch or delay in dispatch of field providers	3	2	1
Failure or Delay in answering or entering calls for service	6	4	2
Professionalism - Rude to a caller or co-worker	8	6	2
Miscellaneous Radio operator—incorrect verbiage, etc.	3	3	0
Miscellaneous Teletype operator – improper pass on, clearance errors, etc.	1	1	0
Miscellaneous Message taker—advising incorrect policy, contacting / cancelling wreckers, etc.	5	3	2
Other (Admin errors including tardiness, exceeding sick leave mean, dress code violations, texting, etc.)	35	35	0
Internal Affairs Complaints	2	2	0

A comparison analysis of the 2022 year and the 2023 year shows the following as it pertains to certain types of complaints:

Types of Complaint	2022	2023	Variation between 2022 and 2023
Wrong address	23	18	-5
Pertinent information not relayed via radio or message taker	4	3 (founded)	-1
Failure to dispatch or delay in dispatch of field providers	3	2 (founded)	-1

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Failure or Delay in answering or entering calls for service	1	4 (founded)	+3
Professionalism / Rude to a caller or co-worker	6 (founded)	6 (founded)	0
Miscellaneous Radio operator—incorrect verbiage, etc.	1	3	+2
Miscellaneous Teletype operator – improper pass on, clearance errors, etc.	3	1	-2
Miscellaneous Message taker—advising citizens incorrect policy, contacting / cancelling wreckers, etc.	2(founded)	3 (founded)	+1
Other (Admin errors including tardiness, exceeding sick leave mean, sleeping while on duty etc.)	26	35	+9
Internal Affairs	0	2	+2