



# 2021 ANNUAL REPORT

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**OFFICE OF COMMUNITY COMPLAINTS**

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# THE OFFICE OF COMMUNITY COMPLAINTS

## MISSION STATEMENT

Under the authority of the Board of Police Commissioners, the Office of Community Complaints (“Office”) is a non-police, civilian oversight agency. The Office has been charged with the responsibility of protecting the citizen from the possibility of abuse or misconduct on the part of the Kansas City, Missouri Police Department. The Office is also entrusted with the duty to protect members of the police department from unjust and unfair accusations. The Office of Community Complaints is committed to effectively and impartially resolving all complaints involving a citizen’s guaranteed right to fair and efficient police protection.

In fulfillment of its mission, the Office has pledged:

- ⊙ To encourage members of the community to file complaints when they feel they have experienced police misconduct.
- ⊙ To encourage active participation by all parties in the complaint process.
- ⊙ To examine carefully each investigative file so as to ensure that all efforts have been made to resolve the complaint.
- ⊙ To review all complaints with complete objectivity and impartiality.
- ⊙ To respect and protect the rights of both the citizen and the subject officer.
- ⊙ To engage in community outreach throughout Kansas City, Missouri to educate the general public concerning the agency’s purpose.
- ⊙ To report to the Board of Police Commissioners any patterns of misconduct that are uncovered as a result of investigations and complaint review.
- ⊙ To report to the Board of Police Commissioners any and all relevant issues and policy matters that may arise.
- ⊙ To proactively identify trends that may need to be addressed by the Regional Police Academy for officer training.

## OFFICE OF COMMUNITY COMPLAINTS STAFF

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## THE BOARD OF POLICE COMMISSIONERS

**President:** Mark Tolbert  
**Vice President:** Cathy Dean  
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**Member:** Mayor Quinton Lucas  
**Secretary/Attorney:** David Kenner



## **A NOTE FROM THE EXECUTIVE DIRECTOR**

**MERRELL R. BENNEKIN, J.D., CPM**

Commissioners:

It is with great pleasure that I submit the annual report of the Kansas City, Missouri Board of Police Commissioners' Office of Community Complaints (OCC), for the period from January 1, 2021 to December 31, 2021. Data in the OCC's report includes information pertaining to the review of allegations of misconduct against members of the Kansas City, Missouri Police Department (Department).

The staff of the Office of Community Complaints continues to work on behalf of the greater Kansas City community and the men and women of the Department to improve transparency and accountability in policing. By reaching out to the various stakeholders and constituencies in the metropolitan area, taking action to yield positive outcomes through its outreach and complaint conciliation programs, and acknowledging the importance and impact of the investigative process, the OCC is acting in accordance with its goal of being a national leader in law enforcement oversight. As is the case with just about every facet of society, we have had to adopt new communication strategies as we all deal with the effects of the COVID-19 pandemic. However, the OCC has seen this as an opportunity for growth and innovation, and the agency continues to develop new approaches in that regard.

The staff of the Office of Community Complaints recognizes and fully embraces the need to implement adjustments to the complaint process that would improve the perception of civilian oversight of law enforcement in the Kansas City community. In many ways the Office of Community Complaints continues to retool its operation so that it fully benefits the community and the Kansas City, Missouri Police Department. We are proud to announce that the Office of Community Complaints is in the process of reactivating its Community Advisory Committee. This group, made of Kansas City residents and those with business interests in the area, will be charged with providing continual feedback regarding all aspects of law enforcement oversight.

The Office of Community Complaints would like to extend its appreciation to the Board of Police Commissioners for providing a service to give the public an opportunity to voice complaints concerning alleged police misconduct and for each individual member's attentiveness, passion and commitment to the complaint process. Further, the OCC would like to acknowledge the Chief of Police and command staff of the Kansas City, Missouri Police Department (Department), especially, the Department's Internal Affairs Unit, for their diligence, professionalism and dedication.

Finally, the Office of Community Complaints would like to thank the people of Kansas City for placing their trust in the members of its staff. We honor that trust by conducting thorough, impartial and timely investigations. The OCC truly believes the City of Kansas City is well served and a better community because of the efforts of the Office of Community Complaints and those who support its mission.

We enjoy serving you and thank you for supporting our efforts.

Respectfully Submitted,

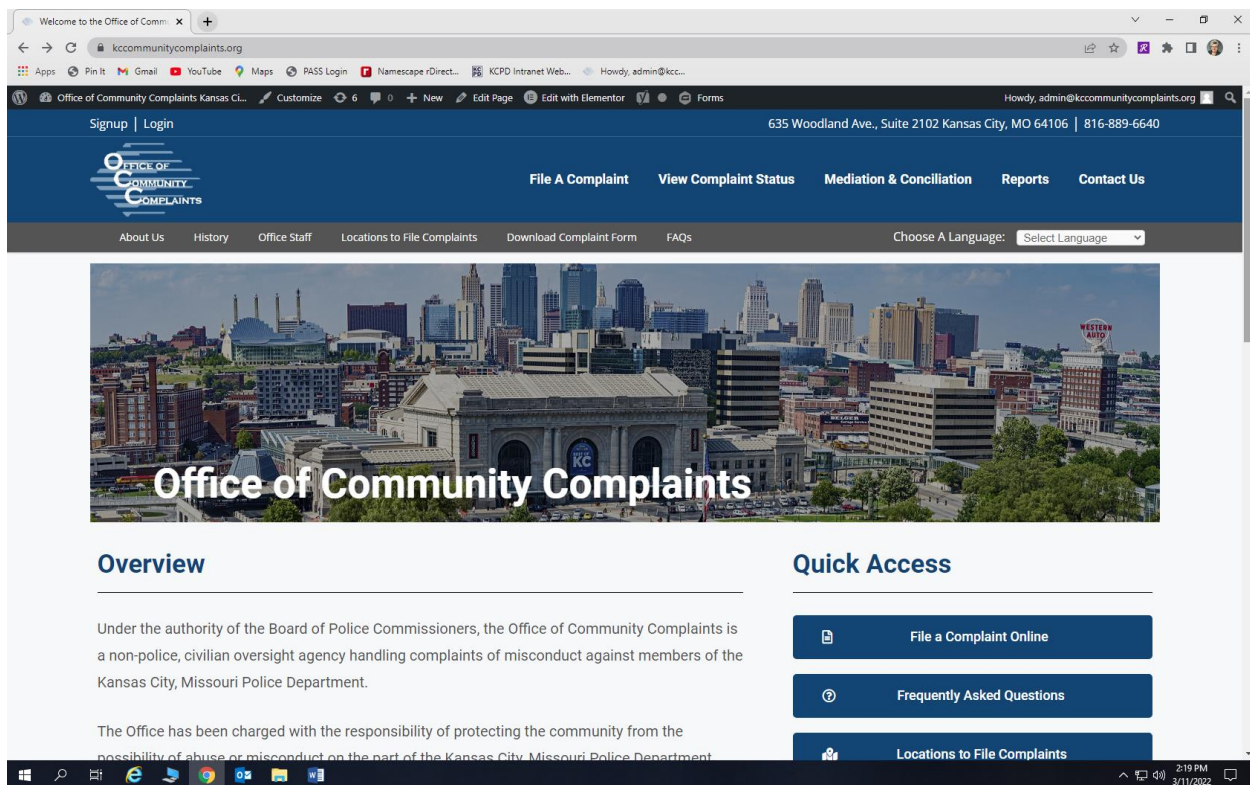


Merrell R. Bennekin, J.D. CPM  
Executive Director  
Office of Community Complaints

# NEW O.C.C. WEBSITE LAUNCHED

In the spring of 2021, the Office of Community Complaints launched a new website ([www.kccommunitycomplaints.org](http://www.kccommunitycomplaints.org)) which allows users to track the status of their complaint; review monthly, quarterly, semi-annual, and annual public reports filed by the Office; submit questions or concerns; view the answers to frequently asked questions; and find a location where a complaint can be filed in person.

The most significant feature of the new website is the ability to file a complaint online. The complaint form can be submitted via computer or mobile device. In 2021, from the time the first online complaint was received in March through December 31, 67 complaints were submitted using the new online form. Complainants have commented that the form is user friendly and easy to understand. The Office looks forward to introducing additional functionality to the website, such as survey mechanisms and other communication tools, in the coming years.





## COMPLAINT INTAKE 2021

The Office of Community Complaints is the primary resource for accepting complaints filed against both sworn and non-sworn (civilian) members of the Kansas City, Missouri Police Department (“KCPD”). Established in September 1969, the Office is the oldest continually-operating oversight office in the United States. There are approximately 220 civilian oversight agencies in the United States, representing cities large and small.

Complaints may be filed by mail, online at [www.kccommunitycomplaints.org](http://www.kccommunitycomplaints.org), via e-mail at [communitycomplaints@kcpd.org](mailto:communitycomplaints@kcpd.org), in-person at the Office of Community Complaints, or at ten additional locations as detailed below.

Locations Where Complaints Can Be Filed		
LOCATION	ADDRESS	HOURS
Office of Community Complaints	635 Woodland Ave., Ste. 2102	M-F, 8:00 a.m. to 4:30 p.m.
KCPD - Central Patrol Division	1200 E. Linwood Blvd.	Daily/24 hours
KCPD - East Patrol Division	2640 Prospect Ave.	Daily/24 hours
KCPD - Metro Patrol Division	7601 Prospect Ave.	Daily/6:00 a.m. to 11:00 p.m.
KCPD - North Patrol Division	11000 N.W. Prairie View Rd.	Daily/24 hours
KCPD - Police Headquarters, Records Unit	1125 Locust St.	M-F, 7:00 a.m. to 7:00 p.m.
KCPD - Shoal Creek Patrol Division	6801 N.E. Pleasant Valley Rd.	Daily/24 hours
KCPD – South Patrol Division	9701 Marion Park Dr.	Daily/24 hours
Ad-Hoc Group Against Crime	2701 E. 31 <sup>st</sup> St.	M-F, 10:00 a.m. to 6:00 p.m.
Northland Neighborhoods, Inc.	5340 N.E. Chouteau Tw., Ste. 100	M-F, 9:00 a.m. to 5:00 p.m.
Westside CAN Center	2038 Jefferson St.	M-Sa, 6:00 a.m. to 6:00 p.m.

Every complaint that is filed is initially reviewed by an analyst, who will clarify any information in the complaint report, and then forward the complaint for appropriate

handling. A complainant may be contacted to obtain additional information if it is needed in order to process a complaint.

**Complaint Categories:**

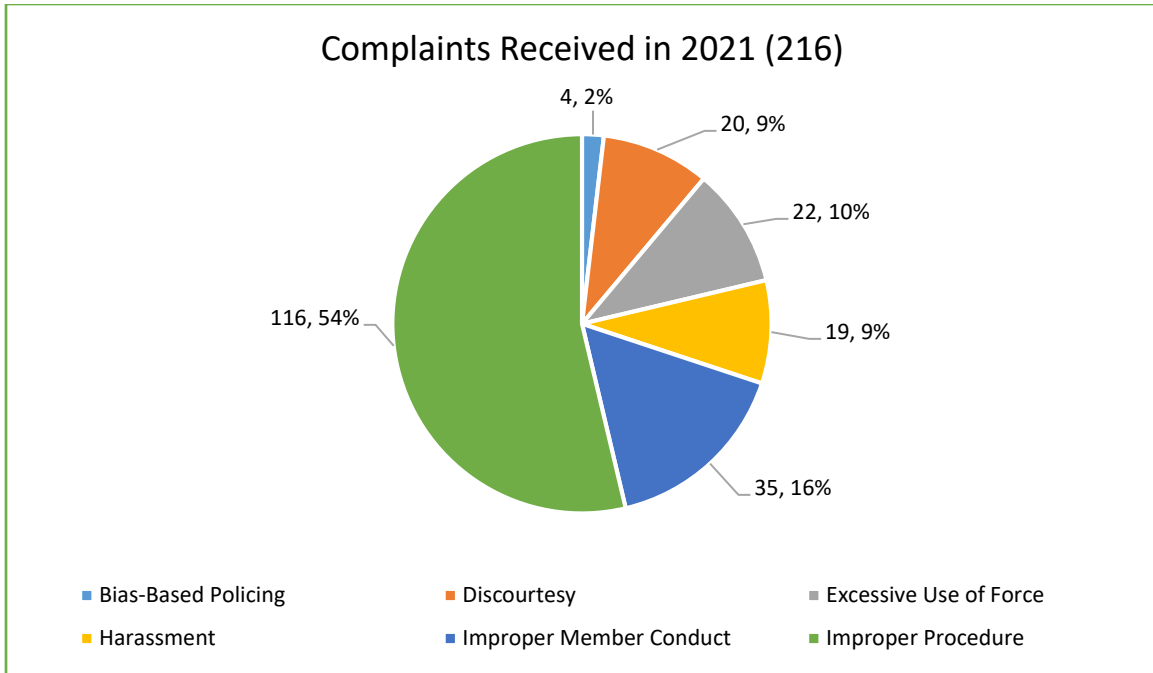
Every complaint filed with the Office is categorized into one of six categories based on the information contained in the complaint form. Those categories are listed in the table below.

<b>Complaint Category Definitions</b>	
<b>CATEGORY</b>	<b>DEFINITION</b>
<b>Bias-Based Policing (Cat. 1)</b>	Circumstances where the police actions of a member were substantially based on the race, ethnicity, gender, age, sexual orientation, religious beliefs, disabilities, or national origin of a person, rather than upon lawful and appropriate police procedures.
<b>Discourtesy (Cat. 2)</b>	Circumstances where the actions or statements of a Department member were in violation of the Code of Ethics or Rules of Conduct of the Department based upon the context of the contact with the complainant. For example, the use of ethnic slurs would be classified as discourtesy.
<b>Excessive Use of Force (Cat. 3)</b>	Circumstances where a member of the Department used more force than reasonably necessary to arrest a suspect, take a suspect into custody, stop a suspect for investigation, control a situation, restore order, or maintain discipline.
<b>Harassment (Cat. 4)</b>	Circumstances where a member of the Department has had repeated or continued contact with a person without lawful police justification.
<b>Improper Member Conduct (Cat. 5)</b>	Circumstances where the behavior of a member was unprofessional, unjustified, beyond the scope of the authority of the member, unauthorized by Department procedures, or constituted an unreasonable lack of police service.
<b>Improper Procedure (Cat. 6)</b>	Circumstances where an administrative or procedural requirement was not met. This includes, but is not limited to improper search and seizure, omission of the Miranda Warning where required, etc.

In 2021, the Office of Community Complaints received a total of 216 complaints between January 1 and December 31. Of those, 117 complaints were forwarded to the Internal Affairs Unit (“IAU”) of the KCPD for investigation. The remaining 99 complaints were handled as Non-Investigated Complaints (“NIC’s”). Additional

information regarding these two classifications of complaints is discussed below and in the Investigative Overview section of this report.

The 216 complaints that were filed with the Office of Community Complaints were classified as follows:



**Non-Investigated Complaints (“NIC’s”):**

As previously noted, the Office of Community Complaints received a total of 216 complaints in 2021. 117 were forwarded to the Internal Affairs Unit (“IAU”) of the Kansas City, Missouri Police Department for investigation, and the remaining 99 complaints were handled as Non-Investigated Complaints (“NIC’s”). Although the majority of this report will focus on those complaints which were resolved using the formal investigative process through IAU, there are a significant number of complaints which are not handled through traditional investigative means. These NIC complaints range from those which are outside the jurisdiction of the Office, to those people who do not cooperate with attempts by the Office to obtain additional information about their complaint, to anonymous and third-party complaints.

The following types of complaints are generally classified as NIC’s:

- Third-party complaints without a matching complaint from the aggrieved party<sup>1</sup>
- Complaints against non-KCPD members (i.e. other police departments, city departments, etc.)
- Complaints which occurred more than 90<sup>2</sup> days before the filing of the complaint, but absolutely no longer than 1 year before the filing of a complaint. The Executive Director of the Office is the only person who can accept a complaint beyond the 90 day time limit.
- Anonymous complaints<sup>3</sup>
- Complaints with an obvious lack of violation of police department policy or procedure
- Complaints solely dealing with the issuance and/or validity of a ticket or citation
- Complaints already being investigated by the Department or IAU (shootings, complaints involving an officer's personal life, criminal misconduct, etc.)
- Complaints where legal action has been filed by the complainant
- Complaints where the complainant is not cooperative with the Office in obtaining additional information, prior to an investigation being conducted
- Complaints withdrawn by the complainant before an investigation, mediation, or conciliation can be conducted.

Within the NIC category, however, are those complaints that are mediated or conciliated and thus forego a formal investigation by the IAU. Mediations and Conciliations are classified as NIC's due to the lack of a formal Internal Affairs investigation.

Mediation is designed to provide the complainant an opportunity to sit down face-to-face with the Department member(s) with whom they have a grievance in the presence of a trained, independent, third-party mediator who volunteers his or her time to the Office. If mediation is selected and all parties come to the table, the complainant cannot then opt for a formal IAU investigation regardless of the outcome of the mediation. Mediations are considered confidential and there will be no discipline of the involved member, nor will a record of the mediation be placed in the member's personnel file. Due

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<sup>1</sup> Although third-party complaints are not fully and formally investigated, the Department is made aware of these complaints and can conduct their own investigation if warranted.

<sup>2</sup> Due to the adoption of Missouri State Statute §590.510, which became effective on August 28, 2021, the timeline for accepting a complaint was increased to 180 days from the date the incident occurred.

<sup>3</sup> The Department is made aware of these complaints, and an investigation can be undertaken if warranted; however, the Office cannot conduct a full and complete investigation without cooperation from the complainant.

to the impact of COVID-19, the Office stopped doing mediations in March 2020 and referred those complaints to conciliation or a formal investigation based on the preference of the complainant. As of the end of 2021, the mediation program has not yet resumed.

Conciliation is done at the division or unit level, where a supervisor contacts both the complainant and member to obtain a set of facts, and a smaller-scale inquiry into the complaint is done by a supervisor. After the inquiry is completed, the complainant receives information regarding how the complaint was handled and a report is sent to the Office for closure.

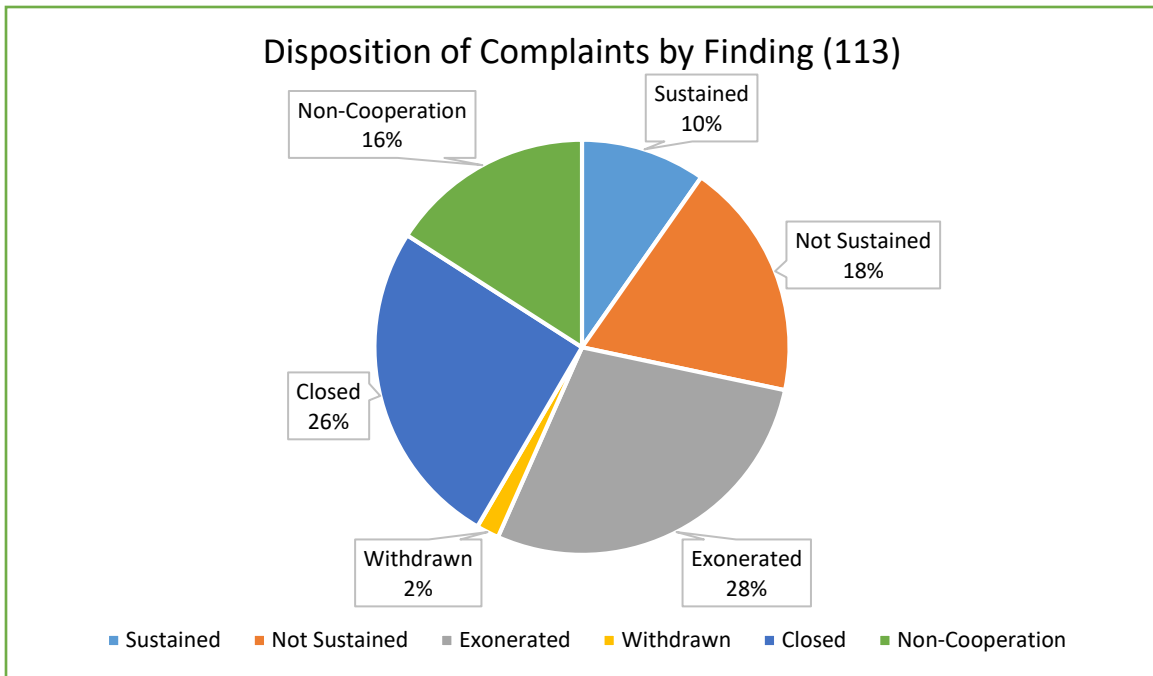
In 2021, 99 NIC's were received in the Office, and 96 were reviewed (consisting of those filed in current and previous years). Of the 96 which were reviewed in 2021, 31 were handled as mediations and conciliations, with 87% considered successful. Of the remaining NIC's, 14 were closed due to complainant non-cooperation, and 51 fell into other categories.

## INVESTIGATIVE OVERVIEW

The majority of this report will focus on those complaints which were sent to the Internal Affairs Unit for investigation. In 2021, 117 complaints were forwarded to the Internal Affairs Unit for investigation, and 113 complaints were worked by the Office of Community Complaints. “Complaints worked” refers to complaints returned to the Office of Community Complaints after having been sent to IAU for investigation. Those complaints are not necessarily from the same calendar year (i.e., a complaint filed in the latter months of 2021 would not have a completed investigation and recommendation made until sometime in 2022). As discussed previously, this number does not include those complaints handled through mediation or conciliation.

Complaints worked fall into one of six dispositions. Fully investigated IAU investigations result in a Sustained, Not Sustained, or Exonerated recommendation, while other complaints may result in a disposition of Closed, Withdrawn, or Non-Cooperation. These terms are explained below.

<b>Complaint Disposition Definitions</b>	
<b>DISPOSITION</b>	<b>DEFINITION</b>
<b>Sustained</b>	The alleged act occurred and was without lawful police justification.
<b>Not Sustained</b>	The evidence fails to prove that an act of misconduct occurred.
<b>Exonerated</b>	The alleged act did occur but the Department member engaged in no misconduct because the actions of the Department member were lawful, justified, and/or proper.
<b>Closed</b>	The complaint was closed due to the following circumstances (not an exhaustive list): lack of jurisdiction, pending litigation, pending Department investigation (i.e. homicide or officer-involved shootings), third-party complaints that were not originally identified as third-party, no violation of policy or procedure.
<b>Withdrawn</b>	The complainant indicated he or she did not wish to pursue the complaint after it was filed.
<b>Non-Cooperation</b>	The complainant failed to cooperate. (This can refer to those complaints referred to as NIC’s as well as those sent for investigation to IAU.)



Of the 113 complaints that were returned from the Internal Affairs Unit in 2021, 64 had full and complete investigations which resulted in eleven (11) sustained findings, twenty-one (21) not sustained findings, and thirty-two (32) exonerated findings. The remaining 49 complaints consisted of two (2) withdrawn complaints, eighteen (18) complaints closed for non-cooperation with Internal Affairs,<sup>4</sup> and twenty-nine (29) complaints that were closed.

The following chart shows the breakdown of complaints by the category as well as the finding:

Disposition of Complaints by Finding <sup>5</sup>							
	S	NS	E	C	WD	NC	Total
<b>Bias-Based Policing</b>	0	0	1	0	0	0	<b>1</b>
<b>Discourtesy</b>	2	1	4	1	1	2	<b>11</b>
<b>Excessive Use of Force</b>	0	6	6	5	0	7	<b>24</b>
<b>Harassment</b>	0	1	1	3	0	1	<b>6</b>
<b>Improper Member Conduct</b>	3	3	8	4	1	2	<b>21</b>
<b>Improper Procedure</b>	6	10	12	16	0	6	<b>50</b>
<b>TOTAL</b>	<b>11</b>	<b>21</b>	<b>32</b>	<b>29</b>	<b>2</b>	<b>18</b>	<b>113</b>

<sup>4</sup> The complainant must provide a statement regarding the allegations as contained in the complaint form. This interview sets the parameters for the investigation and allows the complainant to provide additional information. Most statements in 2021 were taken by telephone due to the ongoing Covid-19 pandemic.

<sup>5</sup> S=Sustained; NS=Not Sustained; E=Exonerated; C=Closed; WD=Withdrawn; NC=Non-Cooperation

## Sustained Complaint Investigations:

The category of the eleven (11) sustained complaints and the policy and/or procedure violation associated with each complaint is listed below. Note: the policies that are cited are the policies that was in effect at the time the incident occurred and may have been updated since that time.

Complaint 1: *Improper Member Conduct*. Violation of:

- Personnel Policy #201-10, "Code of Ethics and Rules of Conduct"

Complaint 2: *Improper Procedure*. Violation of:

- Personnel Policy #201-10, "Code of Ethics and Rules of Conduct"

Complaint 3: *Improper Member Conduct*. Violation of:

- Personnel Policy #201-10, "Code of Ethics and Rules of Conduct"

Complaint 4: *Discourtesy*. Violation of:

- Personnel Policy #201-10, "Code of Ethics and Rules of Conduct"
- Procedural Instruction #17-3, "Detainee's Personal Property Procedure"
- Procedural Instruction #17-6, "Detaining & Questioning and Search & Seizure Procedures"

Complaint 5: *Improper Member Conduct*. Violation of:

- Personnel Policy #201-10, "Code of Ethics and Rules of Conduct"

Complaint 6: *Improper Procedure*. Violation of:

- Procedural Instruction #10-1, "Tiburon Computer System – Automated Reporting System (ARS)/Records Management System (RMS)"
- Procedural Instruction #14-7, "Patrol Procedures"
- Procedural Instruction #17-5, "Arrest Guidelines/Procedures"
- Personnel Policy #201-10, "Code of Ethics and Rules of Conduct"

Complaint 7: *Improper Procedure*. Violation of:

- Procedural Instruction #17-6, "Detaining & Questioning and Search & Seizure Procedures"



- Special Order #18-7, “145<sup>th</sup> Anniversary Badge”
- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”

Complaint 8: *Improper Procedure*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”
- Procedural Instruction #17-13, “Towing/Protective Custody of Vehicles and Contents”

Complaint 9: *Improper Procedure*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”
- Procedural Instruction #13-05, “Internally Recorded Audio/Video Records”
- Procedural Instruction #14-7, “Patrol Procedures”

Complaint 10: *Discourtesy*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”

Complaint 11: *Improper Procedure*. Violation of:

- Personnel Policy #201-10, “Code of Ethics and Rules of Conduct”

It should be noted that by policy and Missouri State Statute, Chapter 84, the only person who can impose discipline is the Chief of Police. Disciplinary records are protected under the Missouri Sunshine Law and cannot be disclosed.

## COMPLAINANT AND SUBJECT MEMBER STATISTICS

The city of Kansas City is home to approximately 508,000 residents, while the Kansas City metropolitan area, consisting of cities on both sides of the Missouri/Kansas state line, has a population of approximately 2.1 million residents. At the end of 2021, the Kansas City, Missouri Police Department had 1,185 sworn officers (including police officer candidates), as well as 507 civilian employees. The ethnic breakdown of Department members is outlined below. It should be noted that the vast majority of complaints are filed against sworn members of the KCPD and not against civilian employees, though the Office is enabled to receive complaints about both.

<b>Kansas City, Missouri Police Department Members (n=1692)</b>		
	<b>Number</b>	<b>Percent</b>
<b>White</b>	1,228	72.6%
<b>Black</b>	278	16.4%
<b>Hispanic</b>	94	5.6%
<b>American Indian</b>	6	0.3%
<b>Asian</b>	13	0.8%
<b>Hawaiian/Pacific Islander</b>	1	0.1%
<b>Multiple Races</b>	53	3.1%
<b>Unknown/Other</b>	19	1.1%
<b>TOTAL</b>	1,689	100.0%

The statistics surrounding the officers who are the subject members of sustained, not sustained, and exonerated complaints follow a similar breakdown of race:

<b>Members Complained Against (n=138)</b>		
	<b>Number</b>	<b>Percent</b>
<b>White</b>	107	77.6%
<b>Black</b>	20	14.5%
<b>Hispanic</b>	10	7.2%
<b>Unknown/Other</b>	1	0.7%
<b>TOTAL</b>	138	100.0%

Though the members complained about are primarily white and follow the breakdown of the police department as a whole, our complainants represent a much more diverse group of individuals. The below chart outlines the race and sex of complainants by the disposition of their complaint.

<b>Race and Sex of Complainants by Disposition of Complaint (n=137)</b>							
	<b>W/M</b>	<b>W/F</b>	<b>B/M</b>	<b>B/F</b>	<b>H/M</b>	<b>H/F</b>	<b>Other</b>
<b>Sustained</b>	1	3	4	6	0	1	1
<b>Not Sustained</b>	6	5	8	8	0	0	0
<b>Exonerated</b>	8	6	10	11	1	0	0
<b>Closed</b>	2	4	13	12	1	0	3
<b>Withdrawn</b>	0	0	2	0	0	0	0
<b>Non-Cooperation</b>	0	2	11	6	2	0	0
<b>TOTAL</b>	<b>17</b>	<b>20</b>	<b>48</b>	<b>43</b>	<b>4</b>	<b>1</b>	<b>4</b>

Complainants by Age:

As shown in the below chart, the majority of complainants are ages 35 to 49. This has remained relatively consistent over the years.

<b>Complainants by Age (n=137)</b>		
<b>AGE GROUP</b>	<b>#</b>	<b>%</b>
<b>17 and Under</b>	4	2.9%
<b>18 to 24</b>	18	13.1%
<b>25 to 34</b>	34	24.8%
<b>35 to 49</b>	49	35.8%
<b>50 to 64</b>	28	20.4%
<b>65 and Older</b>	4	2.9%
<b>Unknown</b>	0	0.0%
<b>TOTAL</b>	<b>137</b>	<b>99.9%</b>

### Tenure of Members Complained Against:

Tenure of members is based upon the date the complaint was filed as compared to the date the subject member became employed by the Department. Sworn members with less than one year of service have spent six months of that time in the Police Academy, and another six months under the direction of a Field Training Officer (“FTO”). A chart comparing the overall tenure of the sworn members of the Department with the members involved in Sustained, Not Sustained, and Exonerated complaints is below.<sup>6</sup>

	0 to 4 Years	5 to 9 Years	10 to 14 Years	15 to 19 Years	20 to 24 Years	25-Plus Years
<b>Sworn Officers n=1185</b>	281 (23.7%)	169 (14.3%)	157 (13.2%)	224 (18.9%)	231 (19.5%)	123 (10.4%)
<b>Members Involved in Complaints (n=138)</b>	79	15	13	14	13	4

### Assignment of Members:

The Kansas City, Missouri Police Department is separated into six patrol divisions. Additionally, there are numerous investigative elements that are responsible for covering the entire city. While the majority of complaints are against patrol officers, officers in other units do receive complaints on occasion.

Type of Unit	Number	Percentage
Patrol Divisions	114	82.6%
Traffic and Parking Control	8	5.8%
Street Crimes & Tactical Enforcement	2	1.4%
Other Assignments <sup>7</sup>	14	10.2%
<b>TOTAL</b>	<b>138</b>	<b>100%</b>

<sup>6</sup> It should be noted that the number of members contained in these statistics, as stated earlier in this report, are the subject members of sustained, not sustained, and exonerated complaints only. Due to the lack of information that is known at the time a complaint is filed, it is not always possible to identify the subject members who are being complained about for the other types of complaints (Non-Cooperation, Withdrawn, and Closed).

<sup>7</sup> Other Assignments include Human Resources, Property Crimes, Domestic Violence Unit, Canine Unit, Drug Enforcement Unit, Records Unit, etc.

Of the members working in the patrol divisions that received complaints, the breakdown is as follows:

<b>Patrol Division</b>	<b>Number (n=114)</b>
<b>Central Patrol</b>	28
<b>East Patrol</b>	47
<b>Metro Patrol</b>	24
<b>North Patrol</b>	4
<b>Shoal Creek Patrol</b>	4
<b>South Patrol</b>	7

The Central, East, and Metro Patrol divisions comprise the central city or “urban core” of Kansas City, while the remaining three divisions are more suburban in nature. Traditionally, the three urban divisions carry the majority of complaints, due to the increased calls for service and number of officers deployed to these divisions.

It should be noted that the number of members contained in these statistics, as stated earlier in this report, are the subject members of sustained, not sustained, and exonerated complaints only. Due to the lack of information that is known at the time a complaint is filed, it is not always possible to identify the subject member(s) who is/are being complained about.

## HISTORICAL DATA

Complaints in recent years have been on the decrease. As the second year of the COVID-19 pandemic continued, complaints continued to be received at a much lower rate than in previous years.

As shown below, the number of officer interactions with the community has continued to increase – both in calls for service and self-initiated activities. In 2021, there were 239,374 calls for service and 101,828 self-initiated activity calls, a slight increase from 2020. It should be noted that in 2019 a new dispatch system was implemented and a modification in the call-type categories was made, significantly changing the calculation of self-initiated activity calls. The 2021 statistics are calculated in the same manner as the 2020 statistics but should not be compared to 2019 and earlier.

	2017	2018	2019	2020	2021
<b>Calls for Service</b>	222,401	240,718	247,532	239,811	239,374
<b>Self-Initiated Activities</b>	25,913	33,996	42,619	95,708	101,828

There are many factors which may contribute to the rate of complaint intake: how frequently people are coming into contact with police, public perception of such contact, knowledge of the Office, increased usage of de-escalation techniques, and others. The number of complaints filed dropped during the second year of the pandemic.

	2017	2018	2019	2020	2021	Average
<b>Complaints Received</b>	221	277	274	236	216	245
<b>Complaints Worked</b>	118	127	142	180	113	136

The table below indicates the disposition of complaints by category for the past five years (2017 through 2021). It should be noted that the rate of not-sustained complaints dropped significantly in comparison to sustained and exonerated complaints. The Office is attributing this decrease to the deployment of body cameras on all patrol officers (as well as officers in certain other units) during the first quarter of 2021. This footage has proven invaluable in the analysis of complaints for violation of policies and procedures.

	2017	2018	2019	2020	2021
<b>Sustained</b>	11	2	9	8	11
<b>Not Sustained</b>	24	34	25	51	21
<b>Exonerated</b>	18	30	34	55	32
<b>Closed</b>	30	27	30	26	29
<b>Withdrawn</b>	3	3	1	4	2
<b>Non-Cooperation</b>	32	31	43	36	18
<b>COMPLAINTS REVIEWED</b>	118	127	142	180	113

Although the number of complaints reviewed in recent years has fluctuated due to the number of complaints received in the Office of Community Complaints, the breakdown of sustained complaints (as a percentage of complaints sustained, not sustained, and exonerated) averages approximately five (5) percent each year.

The five-year average by disposition is below.

	Five-Year Average
<b>Sustained</b>	6.0%
<b>Not Sustained</b>	22.8%
<b>Exonerated</b>	24.9%
<b>Closed</b>	20.9%
<b>Withdrawn</b>	1.9%
<b>Non-Cooperation</b>	23.5%

## COMMUNITY OUTREACH AND ENGAGEMENT

The continuation of the COVID-19 pandemic through 2021 significantly curtailed the Office's ability to conduct community outreach with our traditional groups: community groups, schools, civic organizations, churches, and others. The Office did offer presentations at virtual meetings but did not have as much of a physical presence in the community as we have in previous years. The launch of the OCC website (see page 8) allowed the office to distribute statistics and other items of note to our community partners without meeting with those parties in person. Office staff is looking forward to a return to normalcy in 2022 that will allow engagement with previous and new groups of community members to continue to facilitate a positive relationship between the Office, the community, and the Kansas City Missouri Police Department.

The Office continues to distribute several documents to aid in reaching the majority of the Kansas City population. The OCC Youth Guide has been widely distributed through youth-oriented events held in the metro area. Additionally, a "Do's and Don'ts When Interacting with Law Enforcement" flyer is available in both English and Spanish.

Additionally, the Office maintains a steady presence on social media, with accounts on Twitter and Facebook that relay positive messages and information critical to the community. If you would like a representative of the Office to attend your meeting or event, please reach out by e-mailing us at [communitycomplaints@kcpd.org](mailto:communitycomplaints@kcpd.org) or dropping us a line through our website: [www.kccommunitycomplaints.org](http://www.kccommunitycomplaints.org). We look forward to working with you in the future!



@OCCkansascity



@occKC



[www.kccommunitycomplaints.org](http://www.kccommunitycomplaints.org)



## ENABLING LEGISLATION

### MISSOURI STATE STATUTE, CHAPTER 84, §84.430<sup>8</sup>

The enabling legislation for the Office of Community Complaints can be found in the Missouri State Statutes, specifically in §84.430, which states the following:

#### **Board of police--personnel disciplinary cases--decrease of force--witnesses, summons and administration of oaths (Kansas City).**

*1. The board shall hear all complaints or charges filed against any member of the police department.<sup>9</sup> All complaints or charges filed by persons other than the commissioners or police officers shall be verified by the oath of the person filing such complaints or charges.* The board may at any time order the discharge of a specified number of police officers for the reason that in the opinion of the board, the police force is larger than the interests of the public demand or that there is insufficient money to pay the expenses of maintaining the police force as then organized; and in such cases it shall not be necessary to file any complaint or charges or to permit a hearing by the board of the policemen or police officers to be removed; but policemen and police officers so dismissed shall be placed at the top of the suitable eligible lists, and when vacancies so created shall be filled the policemen or police officers thus removed shall, if they so desire, be reappointed to fill such vacancies in the order in which such policemen or police officers were removed.

2. Any member of the board shall have power to summon and compel the attendance of witnesses before the board and the production of books and papers before them whenever it may be necessary for the more effective discharge of the board's duties and responsibilities. Any member of the board or the secretary of the board shall have the power to administer oaths or affirmations to any person appearing or called before said board.

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<sup>8</sup> Kansas City, Missouri is the only city in the United States where the Police Department is under the control of the state, not the local jurisdiction in which it operates. This has been the case since 1939. For more information, see <https://www.kcpd.org/about/history/>

<sup>9</sup> In September, 1969 the Board of Police Commissioners created the Office of Citizen Complaints (renamed the Office of Community Complaints in 2004) to carry out the mandate of receiving complaints from the community. Should a dispute occur between the Office and the Police Department in the course of handling a complaint, the Board of Police Commissioners shall serve as the final arbiter.



# **COMPLAINTS RECEIVED IN THE OFFICE OF COMMUNITY COMPLAINTS**

## **JANUARY 1 – DECEMBER 31, 2021**

In an effort to provide more transparency in the complaint process, the Office of Community Complaints began providing the following pages to the Board of Police Commissioners and the Kansas City, Missouri Police Department in 2018. These reports are updated on a quarterly basis on the OCC website and presented to the Board during the Office's quarterly reporting period (January, April, July, and October).

Blank spaces indicate the complaint has not had a final resolution made and is still in the process of being investigated by the Internal Affairs Unit or evaluated and reviewed by the Office of Community Complaints.

<b>Date Filed</b>	<b>Allegations</b>	<b>Resolution</b>	<b>Finding</b>
<b>1/1/2021</b>	Complainant alleges officer pointed gun at his head for no reason.	Closed	Closed
<b>1/5/2021</b>	Complainants allege issues with the KC tow lot and their document requirements for retrieval of a vehicle.	Outside Jurisdiction	Closed
<b>1/11/2021</b>	Complainant alleges officer(s) committed numerous wrongdoings while handling her vehicular accident.	Closed	Exonerated
<b>1/16/2021</b>	Complainant alleges members of the KCPD are acting in a political manner when appearing on local media shows.	Past 90 Day Filing	Closed
<b>1/20/2021</b>	Complainant alleges misconduct on the part of a Missouri State Highway Patrol member.	Other	Closed
<b>1/20/2021</b>	Complainant alleges an officer is stalking and threatening her.	No Violation of Policy/Procedure	Closed
<b>1/21/2021</b>	Complainant states she was arrested and officers left her son with her abuser. She further alleges she was denied medical attention.	Closed	Not-Sustained
<b>1/21/2021</b>	Complainant writes of multiple allegations against other police departments in the Kansas City metropolitan area.	Past 90 Day Filing	Closed
<b>1/22/2021</b>	Complainant states the officer who arrived at her vehicular accident did not take a report or do any sort of investigation.	Closed	Not-Sustained
<b>1/27/2021</b>	Complainants state they were stopped for allegedly shoplifting and were berated and cursed at by the officer at the scene.	Closed	Not-Sustained
<b>1/27/2021</b>	Complainant alleges officers entered her locked residence illegally and served her with an ex-parte after the court date on the document.	Closed	Non-Cooperation
<b>1/28/2021</b>	Complaint form was rambling and mostly illegible.	Closed	Non-Cooperation
<b>2/3/2021</b>	Complainant states he believes officers are depriving him of his constitutional rights.	No Violation of Policy/Procedure	Closed
<b>2/7/2021</b>	Complainant alleges officer would not take a property damage report while at the scene of a vehicular accident involving complainant's property.	Closed	Exonerated
<b>2/8/2021</b>	Complainant states she needs to file a police report on a stolen iPhone.	No Violation of Policy/Procedure	Closed
<b>2/8/2021</b>	Complainant alleges the police department is infringing upon her 1st Amendment rights to free speech.	No Violation of Policy/Procedure	Closed

<b>2/11/2021</b>	Complainant states he was accused of making terrorist threats and being high on PCP while at Wal-Mart	Closed	Exonerated
<b>2/17/2021</b>	Complainant states he was arrested for abusing the 9-1-1 system and was dragged across the floor at the detention unit.	Closed	Non-Cooperation
<b>2/17/2021</b>	Complainant states he was arrested at his residence and forced to the ground and struck, causing a brain bleed.	Closed	Non-Cooperation
<b>2/22/2021</b>	Complainant states his bus tickets were taken and officers would not file a report about the theft.	Closed	Non-Cooperation
<b>2/22/2021</b>	Complainant alleges an officer is "policing for revenue."	Closed	Non-Cooperation
<b>2/23/2021</b>	Complainant states he was assaulted by officers during the course of a traffic stop.	Closed	Not-Sustained
<b>2/24/2021</b>	Complainant alleges she was assaulted and when officers arrived they told her they did not believe her and would not take a report or photograph her injuries	Closed	Exonerated
<b>2/26/2021</b>	Complainant states an officer had her vehicle, which was the subject of an "Attempt to Locate," towed without her consent, causing her financial hardship, among other issues.	Closed	Not-Sustained
<b>2/28/2021</b>	Complainants allege they were harassed by officers using bright lights during a call for service.	No Violation of Policy/Procedure	Closed
<b>3/2/2021</b>	Complainant alleges he received a parking ticket despite having a resident permit on his vehicle.	Conciliation - Successful	Resolved Without Investigation
<b>3/3/2021</b>	Complainant alleges an officer is using information she obtains at work for personal gain.	Closed	Sustained
<b>3/4/2021</b>	Complainants state policy was not followed after being involved in a hit and run accident.	Closed	Not-Sustained
<b>3/4/2021</b>	Complainant alleges harassment by officers who came to his residence for no reason.	Closed	Exonerated
<b>3/8/2021</b>	Complainants allege an officer issued a ticket for an incident which did not happen.	Closed	Exonerated
<b>3/11/2021</b>	Complainant alleges errors on the police report and claims the officer showed favoritism towards the other party.	Conciliation - Successful	Resolved Without Investigation
<b>3/12/2021</b>	Complainant states he is being harassed by officers to the point he was arrested for DUI despite not having anything to drink and not driving a vehicle.	Closed	Not-Sustained

<b>3/17/2021</b>	Complainant states it took a long time to retrieve his property when released from a detention facility.	No Violation of Policy/Procedure	Closed
<b>3/17/2021</b>	Complainant alleges the officer who gave him a speeding ticket then sped excessively after leaving the scene.	Conciliation - Successful	Resolved Without Investigation
<b>3/22/2021</b>	Complainant reported a noise violation to the Office instead of calling the police.	No Violation of Policy/Procedure	Closed
<b>3/22/2021</b>	Complainant expresses dissatisfaction with a traffic ticket he received for speeding.	No Violation of Policy/Procedure	Closed
<b>3/22/2021</b>	Complainant states officers would not enforce or serve an ex-parte order of protection.	No Violation of Policy/Procedure	Closed
<b>3/24/2021</b>	Complainant alleges he was choked, punched, and handcuffed by officers.	Closed	Non-Cooperation
<b>3/26/2021</b>	Complainant alleges she was picked up by officers for no reason and is missing part of her property.	Closed	Closed
<b>3/30/2021</b>	Complainant alleges an officer broke his car window and dragged him out of the car. He notes he was taken to the hospital for his injuries.	Closed	Not-Sustained
<b>4/3/2021</b>	Complainant alleges her wedding ring was taken when she was arrested and was not returned in her property.	Closed	Closed
<b>4/4/2021</b>	Complainant alleges harassment, racial profiling, as well as an officer being aggressive.	Closed	Withdrawn
<b>4/5/2021</b>	Complainant states he found unauthorized information on his credit report.	Closed	Non-Cooperation
<b>4/6/2021</b>	Complainant states he is having issues with his upstairs neighbors and officers have been unable to solve the problems.	Conciliation - Successful	Resolved Without Investigation
<b>4/6/2021</b>	Complainant notes he wanted officers to find and arrest the suspect; he claims they only found the suspect and did not arrest him.	Closed	Non-Cooperation
<b>4/20/2021</b>	Complaint was forwarded by Dept. of Social Services and determined to be a Title VI complaint.	Title 6	Closed
<b>4/20/2021</b>	Complaint was filed on behalf of the complainant, who alleges he was denied services due to his disability and officers said it was a civil matter.	Title 6	Closed
<b>4/21/2021</b>	Complainant alleges she was uncomfortable with how officers handled a call for service at her residence regarding someone's missing cell phone.	Conciliation - Successful	Resolved Without Investigation
<b>4/21/2021</b>	Complainant alleges a violation of the noise ordinance by his upstairs neighbor.	Outside Jurisdiction	Closed

<b>4/21/2021</b>	Complainant is making a complaint against individual citizens, not members of the KCPD.	Outside Jurisdiction	Closed
<b>4/22/2021</b>	Complainant alleges COVID protocols were not followed during the course of her arrest.	Closed	Exonerated
<b>4/22/2021</b>	Complainant alleges mistreatment by an officer which falls under the Title VI guidelines.	Title 6	Closed
<b>4/22/2021</b>	Complainant alleges he has been hung up on multiple times by a desk clerk.	Conciliation - Successful	Resolved Without Investigation
<b>4/23/2021</b>	Complainant alleges he did not do the act that he was ticketed for.	No Violation of Policy/Procedure	Closed
<b>4/23/2021</b>	Complainant alleges an officer blew him a kiss while driving.	Closed	Non-Cooperation
<b>4/26/2021</b>	Complainant states he witnessed an incident that should have been de-escalated and wishes to discuss it with a supervisor.	Conciliation - Successful	Resolved Without Investigation
<b>4/27/2021</b>	Complainants allege a vehicular accident was not investigated and handled properly.	Conciliation - Successful	Resolved Without Investigation
<b>4/28/2021</b>	Complainant states her assault case was not handled properly and errors were made in the police report.	Conciliation - Successful	Resolved Without Investigation
<b>4/29/2021</b>	Complainants state they were told to leave a hotel after having a reservation for two nights.	Closed	Closed
<b>5/3/2021</b>	Complainant states he was improperly touched during the course of an arrest and detention.	Closed	Exonerated
<b>5/3/2021</b>	Complainant states officers at an active shooter scene were unprofessional towards her.	Conciliation - Successful	Resolved Without Investigation
<b>5/3/2021</b>	Complainant states she is getting the run-around by detectives investigating an assault at her workplace.	No Violation of Policy/Procedure	Closed
<b>5/4/2021</b>	Complainant alleges what she told officers is not reflected in the police report.	Conciliation - Successful	Resolved Without Investigation
<b>5/6/2021</b>	Complainant alleges she was treated with excessive force while attempting to have an officer remove a person from her car.	Conciliation - Successful	Resolved Without Investigation
<b>5/6/2021</b>	Complainant states he called 9-1-1 to report debris in the road and complains that the calltaker was distracting and clueless.	Conciliation - Successful	Resolved Without Investigation
<b>5/6/2021</b>	Complainant is requesting report be amended and charges filed.	No Violation of Policy/Procedure	Closed
<b>5/8/2021</b>	Complainants allege a suspect in a crime at another residence was directed to come onto the complainant's property by an officer and to	Closed	Not-Sustained

	remain there until an investigation was completed.		
<b>5/10/2021</b>	Complainant alleges she was treated rudely by a desk clerk at a division station.	Closed	Not-Sustained
<b>5/11/2021</b>	Complainant alleges he was convinced to give up his phone to a detective who threatened him with a warrant.	Closed	Exonerated
<b>5/14/2021</b>	Complainant alleges he was nearly struck by a police vehicle exiting the highway to catch up with other police vehicles.	Conciliation - Noncooperative	Resolved Without Investigation
<b>5/17/2021</b>	Complainant alleges officers were not dispatched and did not contact him regarding his call about a noise complaint.	Conciliation - Successful	Resolved Without Investigation
<b>5/19/2021</b>	Complainant states the officers who said they would protect her are not doing so.	Closed	Non-Cooperation
<b>5/21/2021</b>	Complainant is upset at the manner in which an accident was handled and the lack of arrest of a suspended/revoked driver.	No Violation of Policy/Procedure	Closed
<b>5/26/2021</b>	Complainant states she was arrested for assault despite being the victim in the situation.	Closed	Closed
<b>5/26/2021</b>	Complainant states department member would not take his report, provide a policy manual, or give names of those he encountered at the station.	Closed	Exonerated
<b>5/27/2021</b>	Complainant alleges officers searched his property (residence) without a warrant or other justification.	Closed	Exonerated
<b>5/27/2021</b>	Complainants allege a homicide occurred in their apartment building and a warrant was issued to search their apartment despite them having no knowledge of the deceased party.	No Violation of Policy/Procedure	Closed
<b>5/27/2021</b>	Complainant states he was spoken to in a discourteous manner by a desk sergeant when he called to discuss a police report.	Closed	Non-Cooperation
<b>5/31/2021</b>	Complainant alleges issues with an autopsy that was completed in Jackson County approximately one year ago.	Past 90 Day Filing	Closed
<b>6/1/2021</b>	Complainant alleges he swerved to avoid a pothole and was pulled over and arrested for DWI.	No Violation of Policy/Procedure	Closed
<b>6/1/2021</b>	Complainant states he was handcuffed and dragged from his house naked and seated on the curb for 30+ minutes.	No Violation of Policy/Procedure	Closed
<b>6/1/2021</b>	Complainant states an officer used excessive force towards him.	Closed	Closed

<b>6/1/2021</b>	Complainant states officers allowed a person who does not live at his residence to remove property not belonging to her.	Closed	Non-Cooperation
<b>6/2/2021</b>	Complainant states he was pulled over and threatened with arrest when he exited his vehicle.	Closed	Non-Cooperation
<b>6/3/2021</b>	Complainant alleges he was trespassed from a motel despite being the victim of an assault.	Closed	Non-Cooperation
<b>6/3/2021</b>	Complainant alleges he is the victim of gangstalking and is being followed by drones. The people mentioned by complainant are not law enforcement officers.	Outside Jurisdiction	Closed
<b>6/7/2021</b>	Complainant alleges he was detained and tackled by officers after dropping the victim of a shooting off at the hospital.	Closed	Non-Cooperation
<b>6/7/2021</b>	Complainant alleges he was humiliated by an officer who forced him to stand in front of a business after he was caught urinating in public.		
<b>6/8/2021</b>	Complainant claims he is a victim of gangstalking by federal law enforcement officers.	Past 90 Day Filing	Closed
<b>6/14/2021</b>	Complainant states she has been harassed and disrespected by officers for months.	Closed	Non-Cooperation
<b>6/14/2021</b>	Complainant states there are issues with the accuracy of a police report.	Conciliation - Successful	Resolved Without Investigation
<b>6/15/2021</b>	Complainants allege officers did not maintain confidentiality during the course of a welfare check.	Closed	Not-Sustained
<b>6/15/2021</b>	Complainant alleges his personal information has been disclosed and complains when he requests a welfare check, it is not being done.	Closed	Exonerated
<b>6/17/2021</b>	Complainant states he was antagonized by officers who tried to provoke a fight, then damaged his cell phone.	Closed	Sustained
<b>6/21/2021</b>	Complainant alleges an officer was rude and unprofessional toward him during the course of their contact.	No Violation of Policy/Procedure	Closed
<b>6/22/2021</b>	Complainant reporting a noise disturbance at a local park.	Outside Jurisdiction	Closed
<b>6/22/2021</b>	Complainants allege an officer used excessive force against a 15 year old at summer school for no reason.	Outside Jurisdiction	Closed
<b>6/22/2021</b>	Complainant alleges she was not allowed to press charges after she was assaulted.	Closed	Closed



<b>6/24/2021</b>	Complainant states he gave officers the keys to his car so they could look at his firearm and alleges officers lost the keys, causing him to pay a locksmith for a new key.	Conciliation - Successful	Resolved Without Investigation
<b>6/24/2021</b>	Complainant states officer insinuated he was a "bad parent" and did not assist in facilitating a resolution to the problem officers were called to solve.	Closed	Not-Sustained
<b>6/24/2021</b>	Complainants are upset with the terms of the prosecution of the person who struck her son with a vehicle and notes she was not given the opportunity to appear in court.	Past 90 Day Filing	Closed
<b>6/29/2021</b>	Complainant is seeking assistance from the police regarding a neighbor setting off sticks of dynamite.	Conciliation - Successful	Resolved Without Investigation
<b>7/1/2021</b>	Complainant alleges he was "treated like a child" by an officer.	Conciliation - Noncooperative	Resolved Without Investigation
<b>7/2/2021</b>	Complainant states she was searched by a male officer despite a female officer being present, triggering PTSD from a previous assault.	Closed	Exonerated
<b>7/7/2021</b>	Complainant alleges he was threatened to be taken to jail by an off-duty officer at QuikTrip.	Closed	Exonerated
<b>7/7/2021</b>	Complainant states she was harassed by a neighbor and was not comfortable with the responding officer's actions regarding the availability of her personal information.	Closed	Not-Sustained
<b>7/7/2021</b>	Complainant states she has been unable to make a stolen auto report on her vehicle, which was stolen while at the auto dealership.	Conciliation - Successful	Resolved Without Investigation
<b>7/8/2021</b>	Complainants state they were told they could not park in a handicapped space despite having a vehicle appropriately tagged with handicapped tags.	Title 6	Closed
<b>7/10/2021</b>	Complainant alleges a non-KCPD person is keeping him from being able to file police reports.	Outside Jurisdiction	Closed
<b>7/11/2021</b>	Complainant states he was detained by officers for an incident that did not occur. He notes the officers approached him with guns drawn.	Other	Closed
<b>7/12/2021</b>	Complainant states she was accused of being high on something and leaving the scene of the accident after her disabled car was struck on the interstate.	Closed	Exonerated
<b>7/13/2021</b>	Complainant states she is being harassed by a detective.	No Violation of Policy/Procedure	Closed

<b>7/13/2021</b>	Complainant has expressed dissatisfaction with the investigation into her sexual assault report.		
<b>7/14/2021</b>	Complainant alleges he is having multiple contacts with the same officer who is harassing him for no reason.	Closed	Not-Sustained
<b>7/18/2021</b>	Complainant states officers are withholding evidence that proves she is the rightful winner of a lottery jackpot.	Past 90 Day Filing	Closed
<b>7/20/2021</b>	Complainant alleges she was threatened with a gun and officers did not assist her or arrest the offending party.	Closed	Exonerated
<b>7/20/2021</b>	Complainant states officers forced their way into his apartment claiming they had probable cause to search, even though they did not specify why they wanted to search his apartment.	Closed	Non-Cooperation
<b>7/21/2021</b>	Complainant alleges she has received numerous phone calls and voicemails from a Department member despite not knowing the member.	Closed	Exonerated
<b>7/21/2021</b>	Complainant states an officer pulled him over in an unsafe area and did not provide him accurate information about the ticket.	No Violation of Policy/Procedure	Closed
<b>7/27/2021</b>	Complainant alleges he was kicked and thrown on the floor by Department members while at a division station.	Closed	Non-Cooperation
<b>7/28/2021</b>	Complainant alleges receipt of inappropriate text messages of a sexual nature from a member of the Department.	Closed	Sustained
<b>7/31/2021</b>	Complainant alleges he was taken by a paddy wagon and dropped off in a wooded area instead of being taken to jail.	Closed	Non-Cooperation
<b>8/2/2021</b>	Complainant states she is being stalked/harassed by an ex-fiancé and officers did not do anything when he entered her home and damaged property.	Closed	Not-Sustained
<b>8/3/2021</b>	Complainant alleges misconduct stemming from a 1997 homicide investigation of a family member.	Past 90 Day Filing	Closed
<b>8/5/2021</b>	Complainants allege an officer working off-duty at a local hotel threatened to shoot them.	Closed	Non-Cooperation
<b>8/5/2021</b>	Complainant alleges excessive force by members of the KCPD while she was responding to check on her sister, who had been assaulted by a store clerk.	Closed	Exonerated
<b>8/11/2021</b>	Complainant states officers who responded to the location were more interested in what was	Closed	Non-Cooperation

	going on inside the bar than in dealing with the assault that he had been involved with.		
<b>8/13/2021</b>	Complainant states the officer broke the law in order to pull him over.	Closed	Withdrawn
<b>8/17/2021</b>	Complainant states she was assaulted and the victim of a drive-by shooting, but officers did not listen to her story and used force during the course of arrest, causing injury to her elbow and shoulder.	Closed	Exonerated
<b>8/18/2021</b>	Complainant states in an effort to have his accident report corrected, the officer laughed at him and hung up on him.	Past 90 Day Filing	Closed
<b>8/21/2021</b>	Complainant states she was treated disrespectfully and threatened with arrest when she asked an officer to move his car so she could pass.	Closed	Exonerated
<b>8/22/2021</b>	Complainant states he has been harassed by various parties since 2006.	Past 90 Day Filing	Closed
<b>8/23/2021</b>	Complainant notes he was removed from his truck, slammed against the truck and taken to the ground despite not being detained and not being under arrest.	Closed	Exonerated
<b>8/23/2021</b>	Complainant states when detained, not all of the money that was removed from his person ended up in his property bag at the Detention facility.	Closed	Closed
<b>8/23/2021</b>	Complainant alleges he was given the runaround by property crimes and robbery detectives regarding his wallet being stolen by a neighbor kid.	Past 180 Day Filing	Closed
<b>8/24/2021</b>	Complainant states he is being harassed by officers and was arrested for a warrant that did not exist.	Closed	Non-Cooperation
<b>8/25/2021</b>	Complainant alleges he was the victim of excessive force pertaining to the reporting of a hate crime.	Past 180 Day Filing	Closed
<b>8/26/2021</b>	Complainant states an officer was hostile towards him after a vehicular accident and stood with her hand on her gun the entire time.	Closed	Exonerated
<b>8/26/2021</b>	Complainant states he was not made aware that he was receiving a second ticket while being stopped for speeding.	Conciliation - Successful	Resolved Without Investigation
<b>8/30/2021</b>	Complainant alleges officers were aggressive when they responded to retrieve video cameras from her residence and treated her as a suspect. Additionally, she claims officers	Closed	Exonerated

	would not wear masks when she asked them to while inside her home.		
<b>9/1/2021</b>	Complainant states her tires were repossessed but the officer failed to take a report on the rims being stolen, which was not part of the repossession.	Closed	Closed
<b>9/2/2021</b>	Complainant alleges he was treated discourteously by an officer when he responded to assist a friend.	Closed	Exonerated
<b>9/6/2021</b>	Complainant states it took an excessive amount of time for officers to respond to an alarm call at his residence.	Conciliation - Successful	Resolved Without Investigation
<b>9/7/2021</b>	Complainant states he was treated differently because of his race during the investigation of a traffic accident.	Closed	Exonerated
<b>9/8/2021</b>	Complainant states his mentally disabled friend was having issues with squatters on his property and officers did not help him.	Conciliation - Successful	Resolved Without Investigation
<b>9/9/2021</b>	Complainant states there are errors on the accident report that can be cleared up if someone were to watch the BWC footage of the incident.	Conciliation - Successful	Resolved Without Investigation
<b>9/10/2021</b>	Complainant is alleging harassment by members of the Lenexa, KS police department.	Outside Jurisdiction	Closed
<b>9/14/2021</b>	Complainant feels his ex-boss is targeting him and causing property damage; he is seeking some follow up from the reports he has made of property damage.		
<b>9/16/2021</b>	Complainant alleges he was pulled over for something that was not occurring.	Closed	Exonerated
<b>9/17/2021</b>	Complainant states he observed an officer try to open the trunk of someone's car during a traffic stop that he was not a part of.	Third Party Complainant	Closed
<b>9/20/2021</b>	Complainant is requesting a review of an incident at his residence.	No Violation of Policy/Procedure	Closed
<b>9/20/2021</b>	Complainant alleges she was treated rudely during the course of a vehicular accident and her statement was disregarded.	Conciliation - Successful	Resolved Without Investigation
<b>9/21/2021</b>	Complainant states he was disregarded rudely by an officer while attempting to ask a question.	Conciliation - Successful	Resolved Without Investigation
<b>9/21/2021</b>	Complainant states he was placed under arrest and had his van searched because of alleged felony warrants; when an officer checked his middle name, he was allowed to leave.	Closed	Not-Sustained
<b>9/21/2021</b>	Complainant alleges she has called police to her residence 12-13 times in the past 6 months	No Violation of Policy/Procedure	Closed

	to enforce an ex-parte order of protection and never received results until her advocate at Rose Brooks became involved.		
<b>9/22/2021</b>	Complainant states she was treated discourteously by an officer she called to her residence to assist with a domestic violence call.		
<b>9/22/2021</b>	Complainant states he is being harassed and having his civil rights and liberties taken away from him.	Closed	Closed
<b>9/24/2021</b>	Complainant states a Raytown PD officer put a statement she did not make into a police report.	Outside Jurisdiction	Closed
<b>9/28/2021</b>	Complaint simply stated "East Patrol" with no complaint information.	Closed	Exonerated
<b>9/28/2021</b>	Complainant alleges he was ticketed and arrested for things he did not do and that the victim says he did not do.	Closed	Exonerated
<b>9/28/2021</b>	Complainant states her purse and her fiancé's tools were taken from the car when they were arrested and have not been returned.	Closed	Non-Cooperation
<b>9/29/2021</b>	Complainant states officers abused him both mentally and physically to the point of tears.	Closed	Non-Cooperation
<b>9/29/2021</b>	Complainant is upset that charges were not filed against a woman who assaulted her and no investigation has been done.		
<b>9/29/2021</b>	Complainant alleges officers did not investigate properly which resulted in a poorly written report and her being arrested for assault despite being the victim.		
<b>9/30/2021</b>	Complainant states he went to pick up a friend and was following all of the directions of the officer at the scene when he was pulled out of his car and placed in handcuffs. He adds he was arrested and taken to jail for tickets that do not match the car he was driving.	Closed	Exonerated
<b>9/30/2021</b>	Complainants state their neighbor leaves their dog outside and it barks constantly.	Outside Jurisdiction	Closed
<b>10/8/2021</b>	Complainant states he was treated as guilty during a traffic stop despite attempting to explain the situation to the officer.	Closed	Non-Cooperation
<b>10/9/2021</b>	Complainant states officers did not attempt to deescalate the situation and could not explain why a party was being arrested.	No Violation of Policy/Procedure	Closed
<b>10/12/2021</b>	Complainant states he was stopped by officers who asked if he had heard any sounds of shots fired in the area.	No Violation of Policy/Procedure	Closed

<b>10/12/2021</b>	Complainant states he was detained and held at East Patrol after asking an officer for his name and badge number and why he (the officer) was allowing wreck-running at the scene.	Closed	Not-Sustained
<b>10/13/2021</b>	Complainant states a member of the Jackson County Sheriff's Department parked his personal car illegally at their place of business, then retaliated by having other cars towed the next day that were parked in the same place.	Outside Jurisdiction	Closed
<b>10/13/2021</b>	Complainant alleges officer was rude when issuing him a ticket and ignored his request for a supervisor to come to the scene.	Closed	Exonerated
<b>10/14/2021</b>	Complainant states her apartment manager is not doing anything about her neighbor who smokes pot and lets his dog bark at all hours of the night.	Outside Jurisdiction	Closed
<b>10/14/2021</b>	Complainant states officer told her he could not serve the ex-parte she had in her possession because she had the wrong paperwork. Complainant states she did not have the incorrect paperwork and she was belittled by the officers.	Closed	Exonerated
<b>10/14/2021</b>	Complainant states station personnel refused to give her the paperwork needed to file an ex-parte order of protection.		
<b>10/15/2021</b>	Complainant states his personal information was looked up without a valid reason.	Other	Closed
<b>10/15/2021</b>	Complainant states excessive force was used on him while being detained for a shoplifting that he was not part of.	Closed	Not-Sustained
<b>10/19/2021</b>	Complaint is against a judge who would not grant an ex-parte order of protection.	Outside Jurisdiction	Closed
<b>10/19/2021</b>	Complainant states her property was broken during an arrest and her identification and keys were not returned to her.	Closed	Non-Cooperation
<b>10/19/2021</b>	Complainant alleges officers removed children from her care and returned them to an unfit person.	Closed	Exonerated
<b>10/20/2021</b>	Complainant is upset about the lack of tickets issued for an injury accident.	Conciliation - Successful	Resolved Without Investigation
<b>10/21/2021</b>	Complainant states the officer responding to her accident was discourteous and did not list her son on the accident report, yet issued her a ticket regarding him.	Closed	Not-Sustained

<b>10/22/2021</b>	Complainant alleges officers allowed persons to destroy property at her mother's residence.	Closed	Closed
<b>10/22/2021</b>	Complainant alleges an officer damaged his property and took money from him.	Closed	Exonerated
<b>10/23/2021</b>	Complainant states she was wrongfully arrested for attempting to film the arrest of her friend without interfering.	No Violation of Policy/Procedure	Closed
<b>10/26/2021</b>	Complainant states she was berated by an officer for not stopping immediately, although she was trying to find a safe place to pull over.	Conciliation - Successful	Resolved Without Investigation
<b>10/26/2021</b>	Complainant alleges he was improperly touched by a department member while in the Detention Unit.	Closed	Non-Cooperation
<b>10/27/2021</b>	Complainants state they are being harassed solely because of the car they drive.	No Violation of Policy/Procedure	Closed
<b>10/28/2021</b>	Complainant alleges he was struck in the head by officers.	Past 180 Day Filing	Closed
<b>11/3/2021</b>	Complainant alleges an officer lied in court.	Closed	Closed
<b>11/4/2021</b>	Complainant states he has seen the suspect who shot him on the Metro bus several times but the investigating detective will not return his calls.		
<b>11/4/2021</b>	Complainant states she was removed from the streetcar by an officer, then released on the street.	Closed	Non-Cooperation
<b>11/8/2021</b>	Complainant states officer did not accurately depict his statement in an accident report, causing him financial hardship.		
<b>11/8/2021</b>	Complainant alleges when he tried to report a hit and run at the station, the officer had already spoken to the other party and would not believe his statement.	No Violation of Policy/Procedure	Closed
<b>11/9/2021</b>	Complainant states she was sleeping on the bus when officers removed her from the bus and dropped her on her face.	Closed	Non-Cooperation
<b>11/12/2021</b>	Complainant states his car was towed from his residence for no legal reason.	Closed	Withdrawn
<b>11/12/2021</b>	Complainants allege they were treated rudely after a vehicular accident and the sergeant at the scene attempted to force them into using a tow company they did not want to use.	No Violation of Policy/Procedure	Closed
<b>11/13/2021</b>	Complainant states officers come to his home frequently and appear to have him mistaken for someone else.	No Violation of Policy/Procedure	Closed
<b>11/16/2021</b>	Complainant states she was assaulted by her husband; her son, who was defending her, was arrested by officers.	No Violation of Policy/Procedure	Closed

<b>11/16/2021</b>	Complainant states she waited at the station for 1.5 to 2 hours for an officer to come and take her report, but one never arrived.	Conciliation - Noncooperative	Resolved Without Investigation
<b>11/18/2021</b>	Complainant states he is being stopped frequently by officers for no valid reason.	Closed	Exonerated
<b>11/22/2021</b>	Complainant states she was assaulted by neighbors but officers would not take a report.	Closed	Closed
<b>11/23/2021</b>	Complainant stated RV was stolen, officers came did not take a police report even after two suspects stated they stole the complainant's RV. Complainant states officers refused to do their job and suspects were released from scene.	Closed	Exonerated
<b>11/28/2021</b>	Complainant states he heard a woman being assaulted and called 9-1-1 several times; after 35 minutes an officer arrived.	Other	Closed
<b>11/30/2021</b>	Complainant states she was arrested for honking her horn after a wedding. She states she was taken to a hospital and was not allowed to get fully dressed before being transported to a station, resulting in her breasts being exposed.		
<b>11/30/2021</b>	Complainant alleges discourtesy and lack of service when she attempted to report her child and grandchild missing.		
<b>11/30/2021</b>	Complainant states a patrol car ran a red light in front of him, nearly striking him.	Conciliation - Successful	Resolved Without Investigation
<b>12/3/2021</b>	Complainant states he was involved in a vehicular accident with multiple drivers and no insurance or individual contact information was obtain by officer at the scene.	Closed	Withdrawn
<b>12/3/2021</b>	Complainant notes her son is involved with a woman whose mother is using police department members and prosecutor's office resources to incarcerate her son for things he did not do to end the relationship.		
<b>12/7/2021</b>	Complainants state their civil and constitutional rights are being violated by members of the Department.	No Violation of Policy/Procedure	Closed
<b>12/13/2021</b>	Complainant states he was charged at his own home with property damage and officers allowed an intoxicated party to remove his children from the residence.	Closed	Non-Cooperation
<b>12/14/2021</b>	Complainant states he was threatened with arrest for trespassing even though he has never seen that particular officer before.		



<b>12/14/2021</b>	Complainant states the police report is completely wrong and has photographs to prove the inaccuracies.	Conciliation - Successful	Closed
<b>12/16/2021</b>	Complainant alleges officers would not assist her in attempting to discern if a neighbor has stolen one of her cats.	Conciliation - Successful	Resolved Without Investigation
<b>12/26/2021</b>	Complainant states he broke his hand while in the detention unit and was denied medical attention.		
<b>12/26/2021</b>	Complainant states he had been chased by two individuals with firearms; when he approached officers handling another scene, they did not assist him.		





