



SUBJECT

**Community Complaint Policy and Procedure**

AMENDS

REFERENCE

PPBM – Disciplinary Action

RESCINDS

Procedural Instruction 03-24

## I. PURPOSE

The purpose of this policy is to provide guidelines and procedures for reviewing and processing community complaints made by persons against members of the Kansas City, Missouri Police Department (Department).

## II. DEFINITIONS

A. Community complaints alleging improper actions will be classified in one of the following six (6) defined categories:

1. **Bias-Based Policing** – 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.
2. **Discourtesy** – 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.
3. **Excessive Use of Force** – Circumstances where a member of the Department used more force than is reasonably necessary to arrest a suspect, take a suspect into custody, stop a suspect for investigation, control a situation, restore order, or maintain discipline.
4. **Harassment** – Circumstances where a member of the Department has had repeated or continued contact with a person without lawful police justification.
5. **Improper Member Conduct** – 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.
6. **Improper Procedure** – 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.

- B. The findings of the Office of Community Complaints (OCC) will fall into one of the following defined categories:
- Sustained** – The alleged act occurred and was without lawful police justification.
- Not sustained** – The evidence fails to prove that an act of misconduct occurred.
- Exonerated** – 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.
- Unfounded** – The act alleged by the complainant did not occur or the subject officer was not involved in the act.
- C. Other dispositions
1. **Resolved without investigation** – Any complaint which is mediated, conciliated or resolved prior to the IAU investigation.
  2. **Withdrawn** – The complainant did not wish to pursue the complaint.
  - \*3. **Non-cooperation** – The complainant failed to cooperate.
  4. **Closed** – The complaint was closed due to the following circumstances: lack of jurisdiction, no violation of policy or procedure, mediation, pending litigation, complainant anonymity, or third-party complaint.
- D. Conciliation – Conciliation is defined as the informal resolution of a complaint without the need for a formal investigation. Conciliations may take place with the Director of OCC or the Director's designee and the complainant, or with the Director of OCC or the Director's designee, the complainant and the officer.
- E. Mediation – The informal resolution of a complaint through the use of persons trained as mediators. These persons must be neutral, outside parties and may not be practicing attorneys. Mediators will not be compensated for their services.
- F. Secretary/Attorney – Use of this term shall mean the Secretary/Attorney for the Board of Police Commissioners appointed pursuant to Section 84.420.2(4), Revised Statutes of Missouri.
- G. Business Manager – Use of this term shall mean the Business Manager for the Board of Police Commissioners appointed pursuant to Section 84.420.2(5), Revised Statutes of Missouri.

### III. THE OFFICE OF COMMUNITY COMPLAINTS (“OCC”)

- A. OCC was established in 1969 by the Board of Police Commissioners of Kansas City (Board) to receive and review complaints filed against Department members. OCC, originally established as the Office of Citizen Complaints, assists the Board in carrying out its duties and responsibilities under the provisions of Section 84.430 of the Revised Statutes of Missouri.
- B. OCC is under the supervision of a Director who shall report to the Board and who shall be responsible for the supervision of the OCC staff and for carrying out the provisions of this policy.
- C. The duties of the Director of OCC, assisted by the staff, are to:
  - 1. Receive complaints filed against members of the Department. Complaints shall be classified as set forth in Section II (A), but OCC may add sub-classifications based upon facts reasonably raised by the complainant.
  - 2. Record and account for the filing and disposition of all such complaints that are filed.
  - 3. Conduct an initial interview in person or by phone with each person that files a complaint for the purpose of establishing the proper category of the complaint.
  - 4. Where appropriate, attempt to resolve the issues of the complaint without formal investigation using either OCC staff or a supervisor/commander of the Department.
  - 5. Refer the complaint for further investigation to the Internal Affairs Unit of the Department (IAU).
  - 6. Review and make recommendations on complaints after IAU has completed its investigation.
  - 7. Submit individual summaries of complaints to the Board and the Chief of Police of the Department (Chief).
  - 8. Present appropriate monthly statistical reports, monthly reports on the status of active complaints and an annual report to the Board and the Chief.
  - 9. Make appropriate notifications to complainants concerning their complaints.
  - 10. Maintain a file on complaints, which shall include, but not be limited to, the original complaint and the findings of OCC. The completed investigative file, which is the property of OCC, may be stored in IAU.

11. Provide information to the complainant when it is necessary for the resolution of a complaint.
12. Meet with community groups, civic organizations, and professional groups in order to educate and inform members of the public on the purpose of OCC and the complaint filing process.

#### **IV. DEPARTMENT RESPONSIBILITIES AS THEY RELATE TO COMMUNITY COMPLAINTS**

- A. Receive, review and forward to OCC complaints made at any designated police facility subject to the provisions of this policy.
- B. Notify members in writing via the chain of command that a complaint has been filed against them. However, the Department shall not provide any information to a member other than a copy of the Complaint Report Form prior to the taking of the member's formal statement.
- C. Investigate complaints referred to IAU in accordance with the provisions of this policy.
- D. Process all complaints in accordance with this policy in a timely and impartial manner.

#### **V. FILING REQUIREMENTS AND IMPOSITION OF DISCIPLINE**

- A. Complaints will not be accepted more than 90 days after the date of occurrence; however, upon a showing of special circumstances that demonstrate good cause for accepting an untimely complaint, the Director of OCC may accept a complaint more than 90 days, but, in any event, not more than one (1) year after the date of the occurrence.
- B. The Chief shall have sole authority to recommend and impose discipline subject to existing Board policy.
- C. If OCC believes that an investigation indicates a member has committed a policy violation unrelated to the subject matter of the complaint, OCC will not sustain the complaint on that basis. However, OCC will report the matter to the Chief who shall determine if a policy violation has occurred. If the Chief determines that such a violation has occurred, the Chief shall take appropriate action or discipline for the policy violation.

## **VI. PROCEDURE**

This policy has been arranged in annexes for easy reference as follows:

- Annex A     Receiving Community Complaints
- Annex B     Processing and Analyzing Community Complaints
- Annex C     Recommendations Involving Community Complaints
- Annex D     Access to Complaint Files
- Annex E     Locations Where Community Complaints May Be Filed

James D. Corwin  
Chief of Police

Adopted by the Board of Police Commissioners this \_\_\_\_ day of \_\_\_\_\_, 2004.

Javier M. Perez, Jr.  
President

**DISTRIBUTION:**    Law Enforcement Personnel  
                          Civilian Supervisory Positions  
                          Department Element Manuals  
                          Post on all bulletin boards for two weeks.

## RECEIVING COMMUNITY COMPLAINTS

- A. Complaints may be made by the Following Persons
1. Any person seventeen (17) years of age or older who was personally involved in the occurrence that gives rise to the complaint.
  2. The parent or legal guardian of any person under the age of seventeen (17) years who was involved in the occurrence that gives rise to the complaint. Such parent or legal guardian must accompany the person under seventeen (17), will be listed as a co-complainant, and must sign the complaint form.
- B. Filing the Complaint
1. The complaint process will be initiated by the completion of the Complaint Report Form (337 P.D.). For the purposes of investigation, the complaint will include information obtained from the Complaint Report Form and the formal statement.
  2. As set forth in Section 84.430 of the Revised Statutes of Missouri, the complaint must be signed and verified by the oath of the complainant. Unverified complaints will not be investigated.
  3. The complaint must describe, to the best of the complainant's ability, the date, time and location of the occurrence giving rise to the complaint.
- C. Complaints made in Person at a Police Facility
1. When a person makes a complaint at a police facility, a commander or supervisor will interview the complainant in an attempt to determine if the complaint can be resolved without a formal investigation. If the complaint is resolved to the satisfaction of the complainant, a Resolved Complaint Form (337A P.D.) will be obtained from the complainant. A copy of the original complaint and the Resolved Complaint Form will then be forwarded to OCC.
    - a. At no time will an individual be discouraged by any member of the Department from filing a complaint at any level.
    - b. Any member found to have discouraged any person from filing a complaint or retaliated against any person filing a complaint will be subject to disciplinary action.
    - c. A complaint may be submitted at any police facility or other approved location regardless of the member's assignment or the location of the occurrence.

- d. If the complainant is unable to complete a report at the police facility, the complainant may take the complaint form with them to be completed and submitted within the time frame set out in Section V of the Procedural Instruction above.
2. If the complaint is not resolved as set out above, the original of the Complaint Report Form will be placed in a sealed interdepartment envelope and immediately forwarded to OCC.
3. A photocopy of the Complaint Report Form will be given to the complainant. If the complainant refuses to sign the Complaint Report Form, the commander or supervisor will enter "refused to sign" on the complainant's signature line and forward the complaint to OCC for follow-up with the complainant. The OCC file will be closed if a complainant continues to refuse to sign the complaint.
4. When it appears that the complainant is under the influence of an intoxicant/drug, suffering from a mental disorder, or exhibits any other behavior or condition bearing on the complainant's credibility, these conditions will be noted on a separate sheet of paper by the person receiving the complaint. Statements will include observations as to the physical condition of the complainant, specifically noting any visible marks or injuries relative to the alleged complaint. Statements noted on a separate sheet of paper will be made only after the complainant has signed the Complaint Report Form. All such remarks and statements will be followed by the signature of the member making the remarks. This separate sheet of paper will be attached to the original Complaint Report Form and forwarded to OCC. The photocopy of the complaint given to the complainant will not contain the receiving member's observations.
5. The member receiving a complaint at a police facility will immediately call OCC at (816) 889-6640 or send an email to the OCC mailbox (communitycomplaints@kcpd.org) and provide the following information. (If making telephone notification during non-business hours, the information will be recorded on the OCC telephone answering system.)
  - a. The name, rank, serial and/or badge number, and element of assignment of the member about whom the complaint was filed, if identified.
  - b. The date and time the complaint was received.
  - c. The name, address and contact telephone number of complainant.
  - d. The receiving member's name, rank, and element of assignment.
6. Photographs will be taken by the receiving member when injuries are alleged to have been caused by a department member. A photograph of the complainant's face will also be taken. (Digital photographs are preferred.)

- a. If photographs are taken, the name of the complainant, date, time, location, and photographer's name must be noted on the bottom portion of the Complaint Report Form.
- b. All photographs or digital photo files will be forwarded to OCC along with the Complaint Report Form.

D. Complaints made in Person at a Non-Police Facility

The Director of OCC shall be responsible for ensuring that complaint reports are collected weekly from a non-police facility.

E. Complaint Received by Mail in the Office of Community Complaints

1. The complainant will be contacted by an OCC analyst to arrange for the completion and verified signature on the Complaint Report Form.
2. The complaint will be processed in accordance with this policy.

F. Complaint Received by Mail at a Department Facility

The complaint will be immediately forwarded by interdepartment mail to OCC for handling as outlined in Section E, above.

G. Complaint by Telephone

Formal complaints will not be accepted by telephone. Persons contacting a police facility or OCC by telephone wishing to make a formal complaint will be advised to go to an approved facility to complete and submit the complaint.

H. Anonymous Complaints

Anonymous complaints will not be processed. However, an anonymous complaint that contains specific information may be accepted by the Director of OCC for purposes of identifying incidents or trends that should be reported to the Board and the Chief. The Director may refer any such complaint to the Chief who may order an internal investigation of the matter or take such other action as the Chief believes appropriate.

\*I. The Following Complaints will not be Investigated

1. Those involving the appropriateness of the issuance of a Uniform Traffic Ticket or General Ordinance Summons.
2. Complaints **only** challenging the validity of a search or arrest warrant and/or alleging property damage related to the execution of a search or arrest warrants. Those complaints will be referred to the Office of the General Counsel.

3. Complaints relating to allegations of damage or missing property from vehicles stored in the City Tow Lot as the City Tow Lot is operated by the City of Kansas City, Missouri, not the Department or the Board.

\*J. The Following Complaints will be Accepted by OCC but not Investigated

1. Complaints involving situations where the Office of Community Complaints and/or the Office of the General Counsel have/has been notified directly by the complainant's attorney, or by service of process that a claim or lawsuit will be or has been filed against the Board, the Department, or a member of either will be held in abeyance. Complainants will be notified by the Office of Community Complaints, that due to their claim or lawsuit, the investigation of their complaint will be suspended. The Office of Community Complaints will forward these matters to the Office of the General Counsel pending further action. Once the claim or lawsuit has been resolved, the complaint will be reevaluated by OCC for further consideration and investigation, if warranted.
2. Complaints involving police use of force where the case is pending review by a prosecuting attorney or grand jury. At the conclusion of the review by the prosecuting attorney or grand jury, the complaint will be re-evaluated by OCC for further action, unless a claim or lawsuit has been filed.

**PROCESSING AND ANALYZING COMMUNITY COMPLAINTS**

A. Upon receiving an unresolved complaint, the Director of OCC will assign the complaint to an analyst. The analyst will contact the complainant to make the following determinations:

1. To determine whether there is any additional action that can be taken to resolve the complaint without formal investigation. If resolution appears possible at this point, the file will be returned to the Director of OCC who will attempt to conciliate the complaint or will return the complaint to the Department to determine whether it can be resolved prior to an IAU investigation. The Director may also employ mediation as a means to resolve the complaint. Although any complaint may be mediated or conciliated, this process is particularly appropriate in cases involving the lack of police service or improper procedure.
2. If resolution does not appear possible, the analyst will take the following actions:
  - a. Determine the appropriate category or categories of the complaint that require investigation.
  - b. Take photographs of any injuries that the complainant attributes to the circumstances of the complaint.
  - c. Obtain a Medical Release Authorization from the complainant if the complainant alleges that medical treatment was required as a result of the incident which is the subject of the complaint. Medical records will be obtained only if the complainant gives a formal statement.
  - d. Request that IAU schedule the initial formal statement of the complainant with an IAU detective.
  - e. Forward a copy of the original signed complaint report and any related documentation to IAU.

B. Formal Statements

- \*1. A representative of OCC, who may be a person who serves as an OCC mediator, will be present during the taking of the complainant's formal statement by an IAU detective. The OCC representative will act solely as a monitor during the taking of the statement, and will be present at the taking of any supplemental statement by IAU.

2. If the complainant appears for the initial formal statement and indicates that he or she does not want to continue with the complaint, the complainant will be asked to return to OCC to sign a Complaint Withdrawal Form. The decision of a complainant to withdraw or dismiss a complaint is that of the complainant. The complainant will not be encouraged or discouraged in any manner in making that decision. If the complainant signs a Complaint Withdrawal Form, OCC shall close the file.
3. If the complainant fails to keep the appointment and thereafter fails to respond to reasonable efforts to reschedule the appointment to give the initial formal statement, the complaint file will be returned to OCC and will be closed.
4. After the initial formal statement is taken from the complainant, the file will be reviewed by a supervisor at IAU. The IAU supervisor will determine what additional investigation is necessary to obtain a full, complete and fair report of the incident, and will assign the file to a detective to complete the investigation.
- \*5. Investigations will be completed within sixty (60) calendar days from the initial receipt of the complaint in IAU from OCC, unless the detective requests additional time. The reasons for the additional time will be communicated to the Director. The OCC Director and the Commander of IAU will jointly approve any request for additional time. If there is disagreement on whether additional time should be granted, the decision whether to grant additional time will be referred to the Business Manager whose decision shall be final.
6. If there is a disagreement between the Commander of IAU and the OCC Director as to the subject matter and scope of an investigation, the matter will be referred to the Business Manager who shall have the power to resolve such disagreements. The decision of the Business Manager on issues related to the subject matter and scope of an investigation shall be final.
7. During the investigation of a complaint, no attorney or other third party will be allowed to be present during the taking of statements, except for qualified interpreters who are required to complete the statement, or parents or guardians of juveniles age 16 or under.
8. All statements of the complainant shall be verified by oath or otherwise taken under penalty of perjury as required by Section 84.430 of the Revised Statutes of Missouri.

C. Completed Investigations

1. Upon completion of the investigation, the file will be returned to a supervisor at IAU. The supervisor will review the file to determine that it contains a complete investigation of the issues presented in the complaint. After this review is completed, the file will be forwarded to OCC.

2. Upon receiving the complaint file, the Director of OCC will assign the file to an analyst who will review the file for purposes of making a recommendation on the complaint. If additional information is needed to complete the analysis, the analyst will set forth the additional specific information required in order to complete the analysis. The reason for additional information will be specifically set out in the request. The file will then be returned to IAU for purposes of obtaining the additional information. The additional information will be obtained and the file will be returned to OCC within thirty (30) calendar days.
3. After a formal statement has been taken from the complainant, or if at anytime during the investigation of the complaint IAU reasonably believes there has been no clear violation of Department policy, IAU should immediately forward the file, accompanied by its memorandum stating the basis for such belief, to OCC for review. If OCC reviews the file and determines there is no violation of Department policy, a finding of unfounded or not sustained will be made by OCC and the complaint file will be closed. If OCC determines that further investigation is required, the investigation will continue. The justification for continuing the investigation will be set out in a memorandum that will be placed in the case file, and the file will be forwarded to the commander of IAU for further investigation.
4. Any disagreement between OCC and IAU concerning the subject matter and scope of the investigation at any stage will be resolved as set forth in Section B (6), above.

#### D. Miscellaneous

1. Each complaint file will contain on the face of the file a time and date record. Each person dealing with the file during the processing of the complaint will note when the file is received by that person, when the file is forwarded to another person, and the name of the person to whom the file is forwarded.
2. No member of the Department shall in any manner discourage or encourage any person with regard to making a complaint, or otherwise interfere in the investigation of a complaint.

#### E. Use of Polygraph Examinations in OCC Investigations

1. When an investigation is complete and the Director of OCC believes that a polygraph examination is necessary in order to make a final determination in connection with the complaint, the Director may request that a polygraph examination be conducted of the complainant. The complainant has the right to refuse a polygraph examination. If the complainant consents to the polygraph examination, the Director will submit the request with the complaint file directly to the Administration Bureau and state the reason for requesting the polygraph examination. The Administration Bureau will forward the request to the Polygraph Section. OCC will coordinate with the Polygraph Section to schedule the examination. Upon completion of the polygraph examination, the Polygraph Section will forward the results and the complaint file directly to OCC.

2. If the polygraph examination of the complainant is inconclusive or shows deception, OCC will make its recommendation on the complaint and submit the file as outlined in Annex C of this policy. In this event no polygraph examination will be requested of the member.
3. If the polygraph examination of the complainant supports the complainant's allegations, the OCC may recommend to the Chief that the member who is the subject of the complaint submit to a polygraph examination. The Director will submit such recommendation with the complaint file to the Chief. If the Chief agrees with the recommendation, the Chief will direct the member to take a polygraph examination. If the Chief disagrees with the recommendation, the Chief will advise the Director of the reasons why the Chief disagrees. If the Director, after consideration of the Chief's reasons, continues to recommend that the member submit to a polygraph examination, the matter will be referred to the Business Manager who shall meet with the Director and the Chief, and shall mediate a resolution of the issue.
4. If a member is directed to submit to a polygraph examination, OCC will coordinate with the Polygraph Section in order to schedule the polygraph examination. Upon completion of the polygraph examination, the Polygraph Section will forward the results and the complaint file to OCC for recommendation and handling as outlined in Annex C of this policy. The Polygraph Section will also forward the results of the examination to the Chief.
5. In all cases where OCC believes that a polygraph examination is necessary, OCC will first request the complainant to submit to the polygraph examination.
6. OCC shall not consider the failure of a complainant to submit to a polygraph examination in making its findings and recommendations regarding a complaint. The analysis of the complaint will be conducted utilizing the existing evidence otherwise gathered by the investigation.

**RECOMMENDATIONS INVOLVING COMPLAINTS**

- A. Upon receipt of a completed investigative file, the analyst assigned to the file will review the file for purposes of making a determination of unfounded, exonerated, not sustained, or sustained.
- B. In making this finding, the analyst will determine the elements of the alleged complaint. The analyst will then determine what evidence exists to support or refute each of the elements of the alleged incident. Only the facts relevant to the complaint being made will be considered.
- C. The analyst will then prepare a Summary of Analysis. The analyst shall have ten (10) calendar days from receipt of the investigative file from IAU to complete the analysis and prepare the Summary of Analysis.
- D. The Director of OCC shall have ten (10) calendar days to review the Summary of Analysis and either approve it or return it to the analyst for further action.
- E. When the summary is approved, a copy of the Summary of Analysis shall be forwarded to each member of the Board, to the Secretary/Attorney, and to the Business Manager. A copy of the Summary of Analysis and the original IAU investigative file will be forwarded to the Chief. If the Chief agrees, the recommendation shall become a final determination.
- F. If the Chief disagrees with the recommendation of OCC, within ten (10) calendar days of receipt of the summary, the Chief shall request reconsideration by OCC by forwarding to OCC written suggestions setting forth the basis for the disagreement. The Director of OCC will have ten (10) calendar days to determine whether he or she agrees with the suggestions and recommendation of the Chief. If the Director of OCC agrees, a revised recommendation will be prepared and forwarded to the Chief for his review. If the Chief agrees, the recommendation will become a final determination. If the Director does not agree with the recommendation of the Chief, a copy of the Chief's recommendation will be forwarded by OCC to the Business Manager who will convene a meeting with the Director and the Chief to determine whether reconsideration is appropriate. If the Director agrees that reconsideration is appropriate, the Director will have ten (10) calendar days after the meeting to complete and resubmit a revised recommendation to the Chief. If the Chief concurs with the Director, the recommendation will become a final determination. Disagreements not resolved by the Business Manager will be forwarded to the Board for its determination.
- G. Except in cases where the Board makes the final determination, OCC will:
  - 1. Provide the Chief and the Board with notice of the final determination.
  - 2. Notify the complainant of the determination. This notification will be in the form of a letter signed by either the Secretary/Attorney or the Director of OCC.

3. Notify all Department members involved in the investigation of the final determination.
  4. Return the original internal investigation file to IAU.
- H. Upon receipt of a final sustained complaint, the Chief will, using the disciplinary procedures of the Department, impose appropriate discipline or training upon any member against whom sustained findings are made.
- I. If new or previously undisclosed evidence becomes available after final disposition of a complaint, within thirty (30) days of the discovery of such evidence, either the member or the complainant may request the OCC Director to reconsider the decision of OCC. This request for reconsideration is limited to the findings of OCC and does not pertain to disciplinary actions imposed by the Chief.

**ACCESS TO COMMUNITY COMPLAINT FILES**

- A. Access to complaint files created by and at the direction of OCC will be governed by Chapter 610 of the Revised Statutes of Missouri and resolutions of the Board dealing with the release of such files.
- B. Any member who is the subject of a complaint, the member's attorney, the complainant, and the complainant's attorney have the right to review and take notes from the completed complaint file. The file shall not otherwise be reproduced.
- C. Access to completed complaint files will be available to commanding officers and supervisors for purposes of performance evaluations and other personnel actions.
- D. Records, files, medical records, documents, photographs, and other materials compiled and maintained by OCC that pertain to investigations resulting from complaints will not be subject to disclosure, except as described above.
- E. The Director of OCC will notify the Secretary/Attorney with regard to any request to copy any part of a complaint file. The Secretary/Attorney will notify the Office of the General Counsel of any such request.
- F. Subject to any requirements imposed by law, the Department, Board and OCC shall not release to any federal, state, or private employer, or other person any information pertaining to a member of the Department which did not result in formal disciplinary action unless an authorization is executed by the member in question allowing such release.
- G. OCC complaint files are personnel records of the members of the Department. Additionally, such files often describe private, confidential matters pertaining to a complainant (and occasionally to a member) relating to medical, legal and other private matters. These files are not investigations of criminal conduct.

**A. LOCATIONS WHERE COMPLAINTS MAY BE FILED**

1. Office of Community Complaints, 635 Woodland Avenue, Suite 2102, Kansas City, Missouri 64106.
2. Central Patrol Division, 1200 East Linwood, Kansas City, Missouri 64109.
3. East Patrol Division, 5301 East 27<sup>th</sup> Street, Kansas City, Missouri 64127.
4. Metro Patrol Division, 1880 East 63<sup>rd</sup> Street, Kansas City, Missouri 64130.
5. South Patrol Division, 11109 Hickman Mills Drive, Kansas City, Missouri 64134.
6. North Patrol Division, 1001 N.W. Barry Road, Kansas City, Missouri 64155.
7. Police Headquarters, Records Unit, 1125 Locust Street, Kansas City, Missouri 64106.
8. Move-Up, 3330 Troost, Kansas City, Missouri 64109.
- \*9. Westside CAN Center, 2136 Jefferson Street, Kansas City, Missouri 64108.
10. Northland Neighborhoods, Inc., 5312 N.E. Chouteau Trafficway, Kansas City, Missouri 64119.
11. St. Aloysius Church, 2611 E. 11<sup>th</sup> Street, Kansas City, Missouri 64127.

The Board may designate other locations where complaints may be filed.