



RAPID RESOLUTION INQUIRIES

A Rapid Resolution Inquiry involves inquiries of a general nature filed with the ombudsman and then forwarded to the police department for quick resolution.

It can include inquiries into the quality of service provided by an officer or the propriety of an officer's actions that does not appear to be a violation of policy. It can also include any questions about department policy or procedure that can be better answered by the police department.

The rapid resolution process is initiated when an inquiry is filed by an individual. After reviewing the inquiry, the ombudsman decides if the resolution could be expedited by involving the police directly. A formal case is then opened and a division captain at BPD is contacted. The captains are requested to either contact the person themselves, or to delegate the contact to the appropriate supervisor in order to provide a "rapid resolution". This process allows a supervisor to find out quickly what happened and resolve any questions or concerns directly with the individual.

The captain is directed to contact the ombudsman once the Inquiry has been resolved. After receiving an explanation of the outcome the ombudsman then follows up with the individual. The ombudsman indicates that if for any reason the individual is not happy with the contact by the supervisor, or if they still have questions, the individual has 30 days in which to contact the ombudsman with their concerns.

The Office of the Community Ombudsman takes special care in making sure that the individual understands the process and is comfortable in speaking with a BPD supervisor. Many people have been eager to have the opportunity to speak directly to someone in BPD. Very few have indicated that they would feel uncomfortable speaking to someone from the police department. However, in those situations the ombudsman will look into the Inquiry.

