



# COMPLAINT AND DISCIPLINARY INVESTIGATORS AND INVESTIGATIONS



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## I. PURPOSE

This directive:

- A. outlines the selection criteria and the selection process for Bureau of Internal Affairs (BIA) investigators and accountability sergeants.
- B. outlines the confidentiality of Log Number investigations.
- C. defines the responsibilities of Bureau of Patrol Deputy Chiefs, deputy chiefs with units that have an accountability sergeant, district commanders, unit commanding officers, BIA supervising Lieutenants, BIA case management supervisors, BIA investigators, and accountability sergeants for Log Number investigations.
- D. describes the training BIA investigators and accountability sergeants receive.
- E. provides the investigation notifications and timelines required for Log Number investigations conducted by the Department.
- F. provides for the consistent application of the investigative process as defined by this directive and subsequent related directives.
- G. uses terms related to complaint and disciplinary investigators and investigations, including Bureau of Internal Affairs (BIA) investigators and accountability sergeants, as defined in the Department directive titled "[Complaint and Disciplinary Definitions](#)."

## II. POLICY

- A. The goal of the Department's accountability system is to thoroughly, fairly, timely, and efficiently investigate all complaints of misconduct, whether from internal or external sources.
- B. Resolution of complaints through a fair and prompt investigative process supports the Department's legitimacy and effectiveness by fostering community trust and promoting Department and community member confidence in the accountability structure.
- C. The foundation of the Department's accountability system is qualified and dedicated investigators who are committed to achieve the accountability goals of the Bureau of Internal Affairs and the Department. District commanders and designated unit commanding officers select candidate accountability sergeants whom the Chief of BIA approves. BIA provides training for all personnel selected as accountability sergeants
- D. Accountability sergeants remain assigned to their respective districts or units and are supervised and report through their unit's chain of command.
  - 1. Notwithstanding this supervision, accountability sergeants remain responsible to the Bureau of Internal Affairs for compliance with established standards regarding timeliness and thoroughness with their assigned investigations, including as defined in the Department directives titled "[Investigation Timelines and Benchmarks](#)" and "[Conducting Log Number Investigations](#)."

2. The Bureau of Internal Affairs will direct accountability sergeants to receive, process, and investigate Log Numbers referred to districts or units.
  3. The Department and the Chief of BIA will ensure investigations completed by accountability sergeants are held to the same investigative standards as those investigations completed by BIA investigators.
- E. Upon receiving a complaint against a Department member, a supervisory Department member will obtain a Log Number consistent with the Department directive titled "[Complaint Initiation and Log Number Investigation Assignment](#)." COPA will initiate the complaint intake process and either retain the Log Number investigation or assign the Log Number investigation to BIA, consistent with its jurisdiction as defined in the Municipal Code of Chicago, Title 2, Chapter 2-78.
- F. When BIA receives a Log Number, BIA and assigned accountability sergeants will investigate all complaints fairly and impartially under its authority, the procedures outlined in this and associated directives, and any applicable internal BIA procedures. Objective, comprehensive, and timely Log Number investigations will establish the facts of the incident to support or disprove allegations following a fair, well-defined, and consistent investigative process. All investigative findings will be supported by the appropriate standard of proof and documented in the Case Management System (CMS). Adherence to this policy helps ensure that Department members who commit misconduct are held accountable under a disciplinary system that is fair, timely, consistent, and provides due process.
- G. BIA investigators and accountability sergeants will comply with all applicable BIA unit-level and Department directives associated with Log Number investigations, in addition to the policies, directives, rules, and regulations that govern all Department members.
- H. Commanding officers for all districts will designate at least **two** accountability sergeants whose primary responsibility is receiving, processing, and investigating complaints against Department members consistent with this directive. Additionally, the Chief of BIA will determine which Department units are required to designate and assign two accountability sergeants.

**NOTE:** District commanders and identified unit commanding officers will identify three additional sergeants from their district or unit consistent with the selection qualification criteria listed in Item V-B of this directive. Those selected will be trained as accountability sergeants to be used in a relief or back-up role.

### III. CONFIDENTIALITY IN INVESTIGATIONS

- A. All Department members, especially assigned BIA investigators and accountability sergeants, have a professional and ethical obligation to maintain confidentiality. Department members who improperly disclose any information from a Log Number investigation will be subject to disciplinary action.
- B. BIA investigators, accountability sergeants, and other Department supervisors assigned to investigate a Log Number or review a Log Number investigation will:
1. ensure the confidentiality of any information related to a Log Number investigation to which they are assigned or to which they become aware;
  2. limit the dissemination of information concerning Log Number investigations to only those who are necessary for the investigation, consistent with applicable Department directives, collective bargaining agreements, and BIA directives;
  3. secure any documents related to the investigation, including but not limited to notes, reports, or other documentation;
  4. not discuss Log Number investigations in non-secure areas or areas where persons other than those involved in the Log Number investigation may have access;
  5. not make public, via any social media outlet or a public forum, any information or comments related to any Log Number investigation; and

6. maintain a professional rapport with any person involved in a Log Number investigation and refrain from expressing personal comments, opinions, or "off-the-record" discussions while interacting with parties involved in the investigation.

#### IV. INVESTIGATION NOTIFICATIONS AND TIMELINES

- A. Within 72 hours of being assigned a Log Number investigation, the BIA investigator or accountability sergeant will provide the accused member's immediate supervisor with a Quick View Report from the CMS consistent with the Department directive titled "[Complaint Initiation and Log Number Investigation Assignment](#)."
- B. Within 72 hours of being assigned a Log Number investigation, the BIA investigator or accountability sergeant will make reasonable attempts to secure a sworn affidavit from the reporting party/subject, including in-person visits, phone calls, and email.
- C. The additional timelines and benchmarks for Log Number Investigations conducted by BIA investigators and accountability sergeants are outlined in the Department directive titled "[Investigation Timelines and Benchmarks](#)."
- D. If the assigned BIA investigator or accountability sergeant does not arrive at an investigative finding within 180 days, they will periodically, but at least once every 60 days, attempt to contact the reporting party/subject or the reporting party/subject's representative to provide status updates until the investigative findings and recommendations are issued. Such contact and attempts to contact will be documented in the Log Number investigative file.

#### V. SELECTION OF INVESTIGATORS

- A. Candidates for BIA investigator and accountability sergeant must meet the highest possible standards of integrity to achieve the goals of the Department and BIA. Therefore, applicants will not be considered for selection unless they meet all the minimum qualification criteria as outlined in this directive. However, applicants that only meet the minimum qualification criteria may be deemed unsuitable for such assignment by the Chief of BIA upon review of the specific allegations and complaints contained within the candidate's disciplinary history or other factors identified in the candidate's work history.
- B. **Selection Qualification Criteria.** As of the effective date of this directive, the minimum qualification criteria for BIA investigator and accountability sergeant are:
  1. no outstanding debt to the City of Chicago.
  2. a minimum of one year in grade as a sergeant or a police officer (assigned as a detective). Police officer (assigned as a detective) candidates for BIA investigator will have a minimum of five years of continuous service with the Chicago Police Department.
  3. an acceptable medical usage record. If the candidate's medical roll usage reflects nine or more medical incidents or forty-five days or more on the medical roll within the preceding three-year period, absent exceptional circumstances (*e.g., the use that is sudden, cannot be prevented, and is unforeseen that temporarily and significantly impacts a sworn member's medical roll use*), or demonstrates a pattern of medical roll abuse or misuse (e.g., the candidate goes on the medical roll when assigned to an involuntary detail; the medical roll use is linked to furlough, Regular Days Off (RDOs), or other time due to extend time off; or the candidate is found to have used the medical roll in an unauthorized manner or demonstrates other behaviors demonstrating medical roll misuse), the candidate will be disqualified.

**NOTE:** Medical time used in relation to approved FMLA leaves, *Paid Parental Leave*, ADA accommodations, or IOD injuries cannot be the basis for disqualification.

4. an acceptable attendance record. If the candidate's attendance record reflects any unauthorized absences within the preceding twelve-month period, the candidate will be disqualified.
5. performance evaluation ratings categorized as "Outstanding Performance Rating/Value 4" (or previous equivalent) or "Meets Performance Expectations Rating/Value 3," (or previous equivalent) as defined in the Department directive titled "Performance Evaluations of All Sworn Department Members below the Rank of Superintendent" for each of the two last evaluations.
6. a disciplinary history that includes:
  - a. no sustained complaint register (CR) investigations within the past year resulting in any suspension time.
  - b. no sustained CR investigations within the past five years where the sustained finding directly relates to excessive use of force, false reports, or verbal abuse.
  - c. no more than two sustained CR investigations within the last five years resulting in suspensions of any length of time.
  - d. no open or pending CR investigations which, upon review of the evidence underlying such complaint(s), indicates in the judgment of the Department as determined by the Chief of BIA that a reasonable probability exists that the candidate may receive discipline consistent with Item V-B-6-a, b, or c of this directive or would impede the candidate's ability to achieve the accountability goals of the Department and BIA.

**NOTE:** Sustained CR investigations with findings of "No Disciplinary Action" will not be considered as sustained violations for purposes of this selection process.

**NOTE:** The Chief of BIA will ensure that Department members assigned as BIA investigators and accountability sergeants prior to 31 December 2021 are assessed for their suitability to continue to serve in this capacity and meet the highest possible standards of integrity to achieve the goals of the Department and BIA.

C. Identification and Selection of Accountability Sergeants

1. All district commanders and designated unit commanding officers will submit a To-From-Subject Report providing the names of a minimum of two accountability sergeant candidates who meet or exceed the above-listed minimum qualification criteria to the Chief of BIA for review and approval.

**REMINDER:** District commanders and identified unit commanding officers will identify three additional sergeants from their district or unit consistent with the selection qualification criteria listed in Item V-B of this directive. Those selected will be trained as accountability sergeants to be used in a relief or back-up role.

2. If a district commander or unit commanding officer elects to replace an accountability sergeant, he or she will submit a To-From-Subject Report with a new accountability sergeant candidate who meets or exceeds the above-listed minimum qualification criteria to the Chief of BIA to the Chief of BIA for review and approval.
3. The Chief of BIA will:
  - a. assess the suitability of accountability sergeant candidates by reviewing:
    - (1) the type, severity, and the number of allegations and complaints in the candidate's entire disciplinary history, including patterns that may indicate barriers to achieving the accountability goals of the Department and BIA;

- (2) other applicable factors identified in the candidate's work history, including previous performance evaluations and demonstrations of integrity that indicate the ability to achieve the accountability goals of the Department and BIA; and
        - (3) whether the candidate only meets or exceeds the minimum qualification criteria established in Item V-B of this directive
      - b. approve or disapprove of accountability sergeant candidates; and
      - c. notify the district commander or unit commanding officer upon the approval or disapproval of an accountability sergeant.
    4. The Chief of BIA has the final authority to approve a candidate for selection as an accountability sergeant. District commanders or unit commanding officers will not remove or replace an accountability sergeant without the approval of the Chief of BIA.
- D. Selection of BIA Investigators
  1. The Chief of BIA will assess the suitability of BIA investigator candidates by reviewing:
    - a. the type, severity, and the number of allegations and complaints in the candidate's entire disciplinary history, including patterns that may indicate barriers to achieving the accountability goals of the Department and BIA;
    - b. other applicable factors identified in the candidate's work history, including previous performance evaluations and demonstrations of integrity that indicate the ability to achieve the accountability goals of the Department and BIA; and
    - c. whether the candidate only meets or exceeds the minimum qualification criteria established in Item V-B of this directive.
  2. The Chief of BIA:
    - a. may develop additional procedures, steps, or reviews determined to be necessary (e.g., interviews) to fully assess the suitability of BIA investigator candidates
    - b. has the final authority to recommend and approve a candidate for assignment as a BIA investigator.
- E. At any time, the Chief of BIA may remove any BIA investigator from his or her assignment or accountability sergeant from his or her selection.
- F. Review of BIA Investigator and Accountability Sergeant Selection Qualification Criteria
  1. Upon the implementation of this directive, and at minimum on an annual basis, BIA will conduct a review of data contained within the CMS to assess the final disciplinary decisions of Log Number investigations for sergeants Department-wide, including any disciplinary action resulting in suspension. Based on this review, the Chief of BIA will consider if any adjustments are necessary to the minimum disciplinary history criteria of BIA investigators or accountability sergeants.
  2. Upon the implementation of this directive, and at minimum every two years thereafter, the Department will conduct an analysis to review the selection qualification criteria established in Item V-B of this directive.
    - a. This analysis will include a review of:
      - (1) the disciplinary histories of current BIA investigators and accountability sergeants, including their disciplinary histories at the time of placement in their current roles, and

- (2) the disciplinary histories of sergeants Department-wide to assess the availability of potential eligible candidates for BIA investigator or accountability sergeant.
- b. The final report will not include any personally identifiable information of BIA investigators or accountability sergeants.
- c. The Chief of BIA will review:
  - (1) the final report and determine if any of the minimum selection qualification criteria established in Item V-B of this directive for BIA investigator or accountability sergeant should be maintained or modified.
  - (2) the underlying data of the analysis to determine whether any BIA investigator or accountability sergeant needs to be removed from their position.

## **VI. LOG NUMBER INVESTIGATION ASSIGNMENT**

- A. When COPA refers a Log Number to the Department, the Chief of BIA, or designee, will ensure the Log Number investigation is assigned to a BIA investigator or accountability sergeant assigned to the accused member's district or unit for investigation.
- B. The Chief of BIA, or designee, will determine the assignment of Log Number investigations to BIA investigators or accountability sergeants based on the seriousness of the allegations and the investigation's complexity.
- C. BIA Intake and Analytical Section will assign a Log Number investigation to either a BIA investigator or accountability sergeant by evaluating the following factors:
  1. The seriousness of the allegation(s),
  2. The number of involved units,
  3. The number of accused members,
  4. The rank(s) of an accused member(s), and
  5. The accused member(s) complaint and disciplinary history.
- D. Examples of allegations that may be assigned to and investigated by accountability sergeants include, but are not limited to:
  1. Arrest/lockup incidents,
  2. Prisoner's property (money, failed to inventory; money, failed to issue receipt; property, failed to inventory, failed to issue receipt),
  3. Traffic violations (not bribery/excessive force),
  4. Misconduct during the issuance of a citation,
  5. Improper processing/reporting/procedures,
  6. Operation/Personnel violations (On-Duty),
  7. Reports (inadequate/failure to provide service; inventory procedures (non-arrestee); failure to identify),
  8. Seat belts,
  9. Slow/no response,
  10. Neglect of duty,
  11. Misuse of Department equipment/supplies,

12. Conduct unbecoming violations,
13. Equipment irregularity, or
14. Abuse of authority.

**EXAMPLE:** A community member was the victim of a fraud and called the police for a report. The responding officer told her that it was not a police matter and refused to make a report. The community member then made a complaint, which became a Log Number investigation. The officer who refused to make the report has no previous sustained complaints for failure to provide service. BIA's Intake and Analytical Section assigns the investigation to an accountability sergeant in the accused officer's district.

E. BIA investigators investigate the following types of allegations, and BIA's Intake and Analytical Section will not assign them to an accountability sergeant.

1. Criminal conduct,
2. False reports, written or oral (Rule 14),
3. Drug or alcohol abuse,
4. Allegations involving the serious injury or death of any person,
5. Allegations made by any Department members of workplace discrimination or harassment,
6. Allegations against a supervisor the rank of sergeant or above,
7. Allegations against members not assigned to the accountability sergeant's district or unit, or
8. Allegations that, if sustained, would result in a recommendation for separation.

**NOTE:** Accountability sergeants will not serve allegations on accused members for any allegation listed above in Item VI-E. A BIA investigator will serve the allegations.

F. If an accountability sergeant identifies any evidence of an allegation listed in Item VI-E above, the accountability sergeant will promptly notify the BIA supervising lieutenant and request re-evaluation of the assignment of the Log Number investigation.

G. Consistent with the Department directive titled "[Conflict of Interest](#)," Department members with a conflict of interest with a Log Number will not investigate or review that Log Number.

H. Accountability sergeants will not investigate allegations specifically assigned to the Civilian Office of Police Accountability (COPA), BIA, or the Office of the Inspector General (OIG).

## VII. RESPONSIBILITIES OF INVESTIGATORS IN LOG NUMBER INVESTIGATIONS

A. The duties and responsibilities of accountability sergeants in Log Number investigations include, but are not limited to:

1. completing the required initial on-boarding and annual in-service training as directed;
2. conducting all investigations in accordance with the requirements of law, Department directives, and BIA policies, including the investigative standards outlined in the Department directive titled "[Conducting Log Number Investigations](#)" and the timelines outlined in the Department directive titled "[Investigation Timelines and Benchmarks](#)";
3. conducting objective, comprehensive, and timely investigations of complaints;
4. remaining consistent, fair, and impartial when conducting investigations;

5. ensuring compliance with the applicable collective bargaining agreement(s) throughout the completion of the investigation;
6. taking all reasonable steps to promptly identify, collect, and consider relevant circumstantial, direct, and physical evidence, including officer-recorded audio or video taken with body-worn cameras or other recording devices;
7. determining if there may have been additional misconduct beyond that initially alleged and take all reasonable steps to ensure that such identified misconduct is fully and fairly documented, classified, and investigated;
8. determining whether there are any other open Log Number investigations involving the same accused member and monitor or combine the investigation(s), as appropriate;
9. taking all reasonable steps to locate and interview all witnesses as soon as feasible, including non-CPD-member witnesses, and attempt to interview any reporting party/subject or witness in person at a time and place that is convenient and accessible for the reporting party/subject or witness, when feasible;
10. taking all reasonable steps to identify the involved and witness CPD member(s) if the reporting party/subject was unable do so;
11. communicating with reporting party/subjects and accused Department members in a professional and respectful manner;
12. initiating and making reasonable attempts to secure a sworn affidavit, including in-person visits, phone calls, and other methods within 30 days of receiving a Log Number investigation;
13. making reasonable arrangements to accommodate the disability status, language proficiency, and incarceration status of a reporting party/subject, victim, or witness;
14. making personal contact with a reporting party/subject, victim, or witness at the earliest possible date upon receiving the Log Number investigation;
15. ensuring that the identity of a reporting party/subject is not revealed to the accused member until the accused member is formally served with allegations and ordered to submit a written response to questions presented;
16. assessing whether the evidence collected in the preliminary investigation is sufficient to continue the investigation when unable to obtain a sworn affidavit despite having made reasonable attempts to do so;
17. submitting a written request to the BIA supervising lieutenant seeking approval for a sworn affidavit override if a sworn affidavit is required and has not been obtained and the preliminary investigation reveals objective verifiable evidence suggesting it is necessary and appropriate for the investigation to continue;
18. canvassing the area of the alleged incident when such an action will assist the accountability sergeant in coming to a complete and accurate finding;
19. attempting contact periodically, but not less than once every 60 days, with the reporting party/subject (or representative) to provide status updates if investigative findings and recommendations have not been reached within 180 days and documenting such contacts or unsuccessful attempts in the investigative file;
20. taking into consideration the nature of the allegation, as well as the accused member's complimentary and disciplinary history in cases with sustained findings;
21. ensuring that completed investigations are submitted with all available evidence and documentation supporting the findings to the BIA supervising lieutenant or BIA case management supervisor for review; and

22. any other duty as directed by the accountability sergeant's supervisor or the Chief of BIA.
- B. BIA investigators will conduct Log Number investigations consistent with the guidelines outlined above in addition to the appropriate BIA unit-level directives, under the direction of the Chief of BIA.

## VIII. RESPONSIBILITIES FOR SUPERVISING INVESTIGATORS IN LOG NUMBER INVESTIGATIONS

- A. Bureau of Patrol Area Deputy Chiefs and deputy chiefs with units that have accountability sergeants will:
1. conduct quarterly meetings with district commanders, designated unit commanding officers, the BIA Commander or BIA Lieutenant overseeing the accountability sergeant team, accountability sergeant liaison personnel, and assigned accountability sergeants. Attendees at the meeting will review and assess the progress, timeliness, and overall management of district or unit accountability sergeant Log Number investigations.
  2. ensure that the district commanders and designated unit commanding officers monitor their unit's Case Console queue in the Case Management System (CMS) to ensure that Log Number investigations are completed consistent with the timelines and procedures outlined in the Department directive "[Investigation Timelines and Benchmarks](#)."
  3. provide support to district commanders and designated unit commanding officers to ensure their units are supplied with the resources necessary to enable accountability sergeants to complete Log Number investigations in a timely manner, including providing:
    - a. office space equipped with office supplies and Department computer equipment.
    - b. flexibility to work a different watch, pending supervisor approval.
    - c. workload assistance through the utilization of district or unit sergeants who have received accountability sergeant training.
- B. District commanders and unit commanding officers with designated accountability sergeants will:
1. meet quarterly with their deputy chief to review the progress of the district and unit accountability sergeant's Log Number investigations.
  2. ensure that accountability sergeants receive, process, and investigate complaints against members assigned to the district or unit.
  3. ensure accountability sergeants are making investigative findings and recommendations within 90 days after the assignment of the Log Number investigation, consistent with the timelines and procedures outlined in the Department directive titled "[Investigation Timelines and Benchmarks](#)."
  4. ensure all accountability sergeants have access to the appropriate officer support and performance metrics applications, including but not limited to the Performance Evaluation System and the former Performance Recognition System (PRS).
  5. monitor the progress of their accountability sergeants' Log Number investigations in the Case Console queue in the Case Management System (CMS). If the queue shows multiple extensions, overdue Log Number investigations, or a marked increase in assigned complaint investigations (e.g., if there is an unexpected surge in complaints, or if the queue increases to above 25 open cases), adjust the accountability sergeants' unit responsibility to ensure their primary responsibility is receiving, processing, and investigating complaints against Department members consistent with the timelines outlined in the Department directive titled "[Investigation Timelines and Benchmarks](#)."

6. promptly notify the Chief of BIA, or designee, via Department email when an accountability sergeant has been reassigned or will be unavailable to conduct investigations requiring the use of a district or unit sergeant with accountability sergeant training. This notification will help ensure continuity of investigations during furloughs, medical leave, paid parental leave, leaves of absence, or other extended absences.
7. monitor when an accountability sergeant is assigned to tasks outside their primary duties and, on a monthly basis, inform the Chief of BIA, or designee, via Department email of the number of occurrences in which the accountability sergeant's primary responsibility was not receiving, processing, and investigating Log Number investigation cases.
8. review case-related and overall performance feedback submitted by the BIA supervising lieutenant concerning the accountability sergeant's investigations.
9. review approved investigations submitted by accountability sergeants subject to command channel review consistent with the Department directive titled "[Command Channel Review](#)."
10. review and approve submitted investigation extension requests within the Case Management System (CMS) when an investigative finding is not reached by their accountability sergeant within 90 days of the assignment of the Log number investigation.
  - a. Extension requests will only be approved after considering any prior requests, reviewing the accountability sergeant's investigative activity, and considering any mitigating circumstances.

**NOTE:** Mitigating circumstances can include an investigator's caseload and the availability of all persons involved in the complaint Log Number investigation consistent with the timelines and procedures outlined in the Department directive "[Investigation Timelines and Benchmarks](#)."

- b. If more than one extension is requested by the accountability sergeant for a specific investigation, the district commander or unit commanding officer will ensure a strategy is in place to complete the investigation within the approved extension timeframe.

- C. The BIA supervising lieutenants responsible for the management of the accountability sergeant investigations will:
1. provide their contact information, including Department email address, office telephone number, and work cell phone number to all accountability sergeants whose investigations are assigned for their supervision and review;
  2. have access to the appropriate officer support and performance metrics applications, including but not limited to the Performance Evaluation System (PES) and the former Performance Recognition System (PRS);
  3. provide the name and contact information for the BIA case management supervisors assisting in the review of investigations conducted by accountability sergeants;
  4. communicate with accountability sergeants to evaluate progress of investigations;
  5. ensure accountability sergeants have access to BIA policies, directives, protocols, and training materials;
  6. ensure accountability sergeants receive the initial on-boarding and annual in-service training as outlined in Item IX of this directive;
  7. review and, if warranted, approve the accountability sergeant's proposed investigative findings to ensure that they are accurate, thorough, and complete and that the proposed recommendations are supported by the facts.

8. ensure all investigations completed by accountability sergeants are held to the same investigative standards as those completed by BIA;
  9. ensure all investigations conducted by accountability sergeants meet the requirements of law, Department policy, and the City of Chicago Consent Decree, 17-CV-6260;
  10. ensure that investigation findings are supported by the appropriate standard of proof established by Department policy;
  11. order an additional investigation when it appears there is additional relevant evidence that may assist in resolving inconsistencies or improving the reliability or credibility of the findings;
  12. document in writing any orders for additional investigation;
  13. monitor the progress of all accountability sergeants' Log number investigations and their Case Console queue in the Case Management System (CMS) and provide:
    - a. case-related and overall performance feedback to each assigned accountability sergeant and his or her district commander or unit commanding officer.
    - b. investigation process assistance, guidance, and recommendations to support the accountability sergeants' compliance with the investigative standards outlined in the Department directive titled "Conducting Log Number Investigations" and the timelines outlined in the Department directive titled "Investigation Timelines and Benchmarks."
    - c. assistance in identifying and determining the causes of when multiple investigative extension requests have occurred, and support district or unit commanding officers in mitigating the need for such extensions.
  14. ensure that a representative of the BIA accountability sergeant team attends the quarterly deputy chief meeting as outlined in Item VIII-A-1.
  15. provide case-related and overall performance feedback concerning investigations on a quarterly basis to district commanders and unit commanding officers with designated accountability sergeants during the quarterly deputy chief meeting as outlined in Item VIII-A-1.
- D. The duties and responsibilities of a BIA case management supervisor, as they relate to investigations conducted by accountability sergeants, include but are not limited to:
1. assisting in the management of the accountability sergeants as directed by the BIA supervising lieutenant;
  2. reviewing investigations submitted by accountability sergeants to ensure thoroughness before submission to the BIA supervising lieutenant;
  3. ensuring that accountability sergeants have access to the case management system and are trained in its use;
  4. facilitating the submission of Affidavit Override requests by the accountability sergeants;
  5. serving as a liaison between the BIA supervising lieutenant and the accountability sergeants;
  6. monitoring and conferring with the BIA Lieutenant overseeing the accountability sergeant team when an accountability sergeant, whose primary responsibility is conducting Log Number investigations, is assigned to tasks outside of their primary duties;
  7. reassigning investigations to a district or unit sergeant with accountability sergeant training at the direction of the BIA lieutenant overseeing the accountability team or the appropriate district commander or unit commanding officer;

8. requesting the reassignment of open investigations when an accountability sergeant leaves his or her unit of detail or assignment or is absent for more than 30 days, pending the BIA supervising lieutenant's approval; and
9. being available to consult on or trouble-shoot investigative steps with an accountability sergeant.

## **IX. TRAINING**

The Chief of BIA will ensure a BIA Training Plan is developed that provides for BIA investigators and accountability sergeants to receive initial on-boarding training within 180 days of being assigned to BIA and annual in-service training that is adequate in quality, quantity, scope, and type to fulfill their investigative and other assigned responsibilities, consistent with the requirements outlined below.

- A. BIA investigators and accountability sergeants will receive initial on-boarding and at least eight hours of annual in-service training, provided and facilitated by the BIA Instructional Group, that will include BIA and Department policies, directives, protocols, and training materials. Outside experts and guest speakers may be included in this training.
- B. BIA investigators and accountability sergeant initial on-boarding and annual in-service training will include, but not be limited to, the following subject matters:
  1. Complaint intake and the consequences for failing to take complaints.
  2. Best practices in procedural justice, including techniques for communicating with reporting parties, victims, and witnesses.
  3. Collection of objective verifiable evidence.
  4. Process for seeking an affidavit override in the absence of a signed sworn affidavit.
  5. Techniques for conducting impartial investigations involving sexual misconduct.
  6. Investigative skills, including proper interview techniques (such as disability- and trauma-informed interview techniques), gathering and objectively analyzing evidence, and data and case management.
  7. Challenges of law enforcement administrative investigations, including identifying alleged misconduct that is not clearly stated in the complaint or that become apparent during the investigation.
  8. The credibility of all involved parties (e.g., victims, witnesses, accused members, and reporting parties), including weighing the credibility of the involved parties.
  9. Using objective verifiable evidence to identify and resolve inconsistent statements.
  10. Implicit bias.
  11. Ethics and conducting impartial investigations.
  12. Proper application of the relevant standards of proof.
  13. BIA directives and procedures for proper applications of findings, rule violations, and recommended penalties.
  14. BIA Standard Operating Procedure, as appropriate.
  15. Relevant COPA and Department rules, directives, and materials.
  16. City of Chicago Consent Decree, 17-CV-6260.
  17. Relevant State and Federal Statutes that impact investigations.
  18. Arbitration findings.

19. Rules and Regulations of the Chicago Police Department, including rules 14, 21, and 22.
20. Utilizing the Case Management System.
21. Applicable collective bargaining agreements and their impact upon investigations.
22. Utilization of the appropriate officer support and performance metrics applications, including but not limited to the PES and the former PRS.

#### **X. CONDUCT OF LOG NUMBER INVESTIGATIONS**

- A. BIA investigators and accountability sergeants will conduct objective, comprehensive, and timely Log Number investigations in a fair and impartial manner pursuant to their authority and the procedures established by the Department.
- B. The following Department directives set forth rights, responsibilities, and procedures for conducting Log Number investigations relative to the complaint and disciplinary system:
  1. "[Log Number Case Management System](#)";
  2. "[Investigation Timelines and Benchmarks](#)";
  3. "[Communication Procedures and Timelines](#)";
  4. "[Initial Investigatory Responsibilities In Log Number Investigations](#)";
  5. "[Conducting Log Number Investigations](#)";
  6. "[BIA Supervisor Responsibilities in Log Number Investigations](#)";
  7. "[Command Channel Review](#)";
  8. "[Post-Investigation Log Number Procedures](#)";
  9. "[Requirements of a Complete Log Number Investigative File](#)"; and
  10. "[Special Situations Involving Allegations of Misconduct](#)."

#### **XI. CONFLICT RESOLUTION**

If this directive conflicts with a provision in any other Department directive relative to duties and responsibilities of accountability sergeants, members will seek guidance from the Chief of BIA.

Authenticated by MWK

Larry Snelling  
Superintendent of Police

25-046 GJD/MWK

#### **ADDENDA:**

1. S08-01-01 - Log Number Case Management System
2. S08-01-02 - Investigation Timelines and Benchmarks
3. S08-01-03 - Communication Procedures and Timelines
4. S08-01-04 - Initial Investigatory Responsibilities In Log Number Investigations
5. S08-01-05 - Conducting Log Number Investigations
6. S08-01-06 - BIA Supervisor Responsibilities in Log Number Investigations
7. S08-01-07 - Command Channel Review
8. S08-01-08 - Post-Investigation Log Number Procedures
9. S08-01-09 - Requirements of a Complete Log Number Investigative File
10. S08-01-10 - Special Situations Involving Allegations of Misconduct