

HONOLULU POLICE DEPARTMENT

POLICY LAW ENFORCEMENT OPERATIONS

November 30, 2015

Policy Number 4.63

QUALITY ASSURANCE CALLBACK PROGRAM

POLICY

This program is designed to improve the quality of the Honolulu Police Department's service to the community. Patrol and investigative follow-up supervisors shall ensure that the community is provided with the best police services.

PROCEDURE

I. RESPONSIBILITIES

- A. Supervisors for patrol units, misdemeanor follow-up details, and criminal investigative details shall make a minimum of two complainant callbacks per month, based on randomly selected cases.
- B. Callbacks for quality control shall be administered by supervisors from all watches. First watch supervisors shall interview complainants while on-location due to the irregular hours.
- C. Supervisors shall explain the callback program to the person contacted and discuss the various aspects of the case in a casual and open-ended manner.
- D. Supervisors shall call or make personal contact with the complainant or reporting person to discuss the quality of the police service provided during the case. The supervisor making the call or personal contact shall complete the Quality Assurance Service Evaluation, HPD-531 form.
- E. Watch commanders shall also conduct one quality assurance callback a month, from each watch and detail, to ensure that quality police services are being provided.

II. TYPES OF CASES

- A. Property crime cases (i.e., burglary, theft, and criminal property damage) are preferred. Other types of cases can be considered as well.
- B. Contact with the complainant or reporting person should be made soon after the incident is reported to the department. Timely callbacks ensure that the person can better recall the incident thus making the contact more meaningful for the individual.

III. OFFICER FEEDBACK

- A. Positive feedback from the public shall be relayed to the appropriate officer(s) and supervisor(s). If any discrepancy or need for improvement is discovered from the callback inquiry, the supervisor shall discuss it with the officer(s) and take appropriate, corrective action.
- B. In-service training shall be given to the watch or unit to include lessons learned from the discrepancies and suggestions for improvement from the callback inquiries, if applicable.

IV. REPORTS

- A. Completed reports and any corrective actions taken shall be submitted to the element commander on a weekly basis for review.
- B. The Professional Standards Office shall randomly select and audit completed Quality Assurance Service Evaluations, HPD-531 forms, to verify compliance with this policy.


LOUIS M. KEALOHA
Chief of Police

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board for one week

Policy first issued
as Procedure 9.17
on July 31, 2012