



Allyson E. Burrell, ENP, RPL
Deputy Director

Office: 843.529.3700
aburrell@charlestoncounty.org
Charleston County Consolidated 9-1-1 Center
8500 Palmetto Commerce Parkway
North Charleston, SC 29456

MEMORANDIUM

**TO: All Center Personnel
All Member Public Safety Heads/CEO's**

FROM: Allyson Burrell, Deputy Director *AB*

DATE: March 13, 2017

SUBJECT: 2016 Annual Statistical Summary of Complaints

In accordance with CALEA standard 1.4.11, an annual statistical summary was conducted based upon the findings of internal investigations. Below is the summary of complaints made against the Center and the results of the complaints.

- Number of complaints processed/received by the Center: 103
- Number of complaints determined to be not sustained: 15
- Number of complaints determined to be partially sustained: 24
- Number of complaint to be determined sustained: 57
- Number of complaint determined to be unfounded: 7

Sustained/Partially Sustained broken down by determining factor:

- Telecommunicator Error: 63
- Other Factors: 18
- Resulting in an external investigation: 0

Partially Sustained complaint by discipline:

- EMS: 43
- LE: 15
- Fire: 22
- Citizen: 23

All complaints are processed in accordance with Center Standard Operating Procedure 1.5 Organizational Integrity. The Center utilizes many aspects on the correcting of deficiencies when the complaint is determined to be due to Telecommunicator error or a technology error. Some of these corrections include, but are not limited to, additional/remedial training, corrections to technology and progressive discipline when necessary.

Please contact me if you have any further questions or concerns.