

STOCKTON POLICE DEPARTMENT

GENERAL ORDER

REPORTING PARTY CONTACT
SUBJECT

DATE: March 28, 2019

NO: I-5

FROM: CHIEF ERIC JONES

TO: ALL PERSONNEL

INDEX: **Contact with Reporting Party**
Reporting Party Contact
Call-For-Service Contact

I. POLICY

The reporting party in a call-for-service shall be contacted by the responding officer, unless the caller wishes to remain anonymous or refuses contact.

II. PROCEDURE

The Telecommunications Center Complaint Receipt Operator (CRO) will be responsible for determining if a reporting party wishes contact, desires no contact, or wants to remain anonymous.

- A. If the reporting party wishes to remain anonymous, refuses contact, or specifically states not to make contact, the (CRO) will clearly log this into the text of the call.
1. The dispatcher is responsible for ensuring the responding unit(s) is made specifically aware if no contact is desired while the unit(s) is en route.
 2. In the event the reporting party refuses contact, the CRO shall determine if the caller will talk to officers via telephone, if necessary. This information will be logged into the call history.
 3. If there are multiple reporting parties for a single incident, the dispatcher will advise the responding unit(s) of which reporting party requires contact and which does not.
- B. In situations where the reporting party desires no contact but there are circumstances present which necessitate contact, the responding unit will obtain clearance from their field supervisor prior to contact.