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## MEMORANDUM

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

DATE: January 23, 2015

SUBJECT: 2014 Annual Statistical Summary for Complaints

In accordance with CALEA standard 1.4.11, an annual statistical summary was completed, based upon records 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: 101
- Number of complaints determined to be not sustained: 26
- Number of complaints determined to be partially sustained: 24
- Number of complaints determined to be sustained: 47
- Number of complaints determined to be unfounded: 4

Sustained complaints broken down by determination factor:

- Telecommunicator error: 40
- Telecommunicator error and Technology: 2
- Other factors: 5
- Resulting in an external investigation: 0

Partially sustained complaints broken down by determination factor:

- Telecommunicator error: 17
- Technology: 3
- Other factors: 2
- Telecommunicator error and Other: 2
- Resulting in an external investigation: 0

All complaints are processed in accordance with Center Standard Operating Procedure 1.5 Organizational Integrity. The Center utilizes many aspects in correcting deficiencies when the complaint is determined to be due to a 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 for any further questions or concerns.

Best Regards,

Allyson Burrell