

# SALT LAKE VALLEY LAW ENFORCEMENT SERVICE AREA

## RULES, POLICIES AND PROCEDURES



POLICY NUMBER	
POLICY 2020-02	Hotline Policy

## Introduction

The Salt Lake Valley Law Enforcement (SLVLESA) Hotline provides an avenue for citizens, including public employees and contractors, to report improper governmental activities including:

- Waste or misuse of public funds or property;
- Violations of a law, rule, or regulation applicable to the government;
- Gross mismanagement;
- Abuse of authority; and
- Unethical conduct

## Filing a Complaint

Complaints should be submitted in writing using the attached form. Complainants should also submit any evidence that supports the complaint. Essential information includes specifics on who, what, where and when as well as any other details that may be important such as information on other witnesses, documents and pertinent evidence. Due to limited resources, SLVLESA is unable to accept complaints that are not supported by evidence or provide a means for SLVLESA to investigate the problem further. At a minimum, Complainants should use the attached form as a guide to ensure the necessary information is provided. Complaints shall be submitted via the following methods:

Email: The following may be contacted:

Frank Nakamura, District Administrator/Chief Legal Counsel  
[fnakamura@updsl.org](mailto:fnakamura@updsl.org)

Lisa Dudley, Chief Financial Officer [LiDudley@updsl.org](mailto:LiDudley@updsl.org)

Rosie Rivera, Chief Executive Officer [RRivera@slco.org](mailto:RRivera@slco.org)

Mailing address:

Salt Lake Valley Law Enforcement Service Area  
Attention: Frank Nakamura, District Administrator/Chief Legal Counsel  
3365 South 900 West

Salt Lake City, Utah 84119

Complainants may call 385 468-9671 for more information.

## Processing of a Hotline Complaint

1. After receipt of the complaint by the District Administrator/ Chief Legal Counsel, Chief Financial Officer or Chief Executive Officer, the complaint shall, within three(3) business days, be referred to a committee (hereinafter referred to as the "Review Committee") consisting of the Chair of the SLVLESA Board of Trustees, the Chief Executive Officer, the Chief Financial Officer, the District Administrator/Chief Legal Counsel, the Treasurer and the Salt Lake County Under-Sheriff. The Review Committee will review the allegation(s) and any evidence provided by the Complainant. The list below represents some of the factors that are considered during the screening and prioritization process.
  - a. Does the complaint involve actions by a person subject to the SLVLESA's authority?
  - b. Does the complaint pertain to improper governmental activities? Disagreements with management decisions or actions taken by appointed officials that are within the law will not be investigated.
  - c. Has the Complainant taken appropriate steps to resolve the issue with the entity? If the entity is not responsive, the concern relates to top management, or the Complainant desires anonymity, consideration will be increased.
  - d. What is the timing and frequency of alleged improper activity? Allegations of improper activities that are recent and/or on-going may receive a higher priority.
  - e. Should the allegation be investigated by another entity? Are there other agencies that have oversight of the complaint? Is a member of the SLVLESA Board of Trustees or the Review Committee being accused?
  - f. Can the complaint be efficiently and effectively investigated? Overly broad or vague complaints or complaints where evidence is unavailable may be declined or receive a low priority.
2. The Review Committee decides the appropriate next action (if a member of the Review Committee is the subject of the complaint they may not be included in this process):
  - a. Discontinue the investigation;
  - b. Continue with the investigation; or
  - c. Refer the investigation to another agency.
3. If the investigation proceeds, the Review Committee sets the following:
  - a. Time and resource budget; and
  - b. Scope of the review.
4. The Review Committee completes the investigation.
5. The Review Committee creates a report outlining the investigation work performed and conclusions.
6. Review Committee reports the results of the investigation to the SLVLESA Board of Trustees.

7. The SLVLESA Board of Trustees addresses any findings noted in the report.

## Whistleblower Protection

*Utah Code* § 67-21-3 prohibits public employers from taking adverse action against their employees for reporting government waste or violations of law in good faith, to the appropriate authorities. A public entity employee, public body employee, legislative employee, or judicial employee, is presumed to have communicated in good faith if they have given written notice or otherwise formally communicated the conduct to the entity (see *Utah Code* § [67-21-3](#)(1)(b)(iv)(A) for more information).

## Confidentiality

The identity of the Complainant is considered protected information under the Utah Government Records Access and Management Act (GRAMA) and will be kept confidential if requested by the complainant. (See *Utah Code* Section [67-3-1](#)(15)).

Complaints may be submitted anonymously to the Hotline. However, it is preferable that the Complainant provide their name and contact information to allow for follow-up questions and reporting the results back to the Complainant. Whistleblower protections do not apply to anonymous complaints.

# HOTLINE REPORTING FORM

**Email completed form to any of the following:**

Frank Nakamura, District Administrator/Chief Legal Counsel  
[fnakamura@updsl.org](mailto:fnakamura@updsl.org)

Rosie Rivera, SLVLESA Chief Executive Officer [RRivera@slco.org](mailto:RRivera@slco.org)

Lisa Dudley, SLVLESA Chief Financial Officer [LiDudley@updsl.org](mailto:LiDudley@updsl.org)

**or Mail to:**

Salt Lake Valley Law Enforcement Service Area

Attn: Frank Nakamura, District Administrator/Chief Legal Counsel

3365 South 900 West

Salt Lake City, Utah 84119

**Complainant Information:**

<b>Complainant to remain anonymous?    Yes            No</b>		
<b>Complainant would like a response?    Yes            No</b>		
<b>Complainant Name</b>	<b>Check One</b> <input type="checkbox"/> Elected Official <input type="checkbox"/> Entity Employee <input type="checkbox"/> Citizen/Contractor	<b>Date Submitted</b>
<b>Home Address</b>		
<b>Phone/cell/email</b>		
<b>Work Address and information (if applicable)</b>		

**Information Concerning the Complaint (Please complete one form for each separate complaint)**

Each improper action should be noted separately and supported with reliable and sufficient evidence. Supplying detailed information contributes to a thorough and efficient investigation. This form is designed to help you supply the needed information.

**Who is the person(s) the complaint is against? (Please provide name, position, agency, division, and phone #)**

**Who is the above person's supervisor? (Please provide name, position, and phone#)**

**What is the assertion of improper governmental activity? Please describe in detail.**

**When did the event(s) take place? Please include dates, time, and frequency.**

**Where did the event(s) occur?**

**Are there any other persons who might provide information or who witnessed the event? If so, what are their names, positions, agencies, divisions, and their contact information?**

**Is there evidence that can be examined or documentation that can be reviewed? (Please provide any available documentation)**

**How do you know about the improper action? Did you see it occur? Did you see documentation indicating it occurred? Did you hear about it from someone else?**

**What specific law or state regulation has been violated?**

Please attach to the email supporting documentation, details and any and all other information available to support the complaints or concerns.