

## Time Limitation for Victim Contact and Case Closure

### **402.1 PURPOSE:**

This procedure delineates timelines that detectives should follow once assigned a case for investigation by a CID Command.

### **402.2 PROCEDURE**

All CID personnel shall make every effort to contact the complainant in their assigned cases, either in person or by telephone within three (3) working days after receiving the case. If personal contact cannot be made within this time period, the investigator shall, within five (5) working days of receipt of the case for investigation, cause a form letter to be sent to the complainant. If the complainant fails to contact the investigator within five (5) regularly scheduled working days after the letter is sent, the case shall be closed and routed to your immediate supervisor. The date of initial contact should be indicated in your follow-up report in I/LEADS.

All assigned cases shall be completely investigated and sent to your immediate supervisor for closure within sixty (60) calendar days of the date of assignment of each case.

If a case is over sixty (60) days old and an extension is needed to complete the investigation, the investigator shall request an extension, citing the reasons the extension is needed.