

### **AUDIO TEST # 5 "STRANGE VISITOR"**

<https://www.youtube.com/watch?v=AoUWJqCGUmA>



***You will hear an audio script concerning a mission-related topic. This script will be followed by a conversation between two persons. This conversation will relate to the script, you will hear the tape only once. You will make notes of the script and of the conversation. From these notes you will be instructed either to answer 10 (ten) questions or complete a written report of the incident. Good Luck.***

Newly appointed Regional Police Chief was expected to report for duty on Monday 28 of March 2005 at 08.00 hrs. Before showing up for duty officially he conceived a plan to check how duty officers in different Police stations perform their duties in an unusual situation.

On rainy Friday evening at 18.30 hrs on March 25, 2005 he put on civilian clothes and went to the Police station # 5 at grid reference MG 497 – 551. He introduced himself as the director of the "Atlantic pictures" photo studio. The visitor was dressed in brown shoes, gray pants, white shirt and black cloak. At a sight he was about 40 years old, slim built, 175 cm. tall. He asked the duty officer that he wished to receive a complaint form for the purpose of reporting a citizen's complaint against a Police officer. The male duty officer replied that he could not file a complaint, but he could call and ask investigation officer of the Police station to come and speak regarding the incident. The visitor said that he did not wish to speak with the investigation officer, but would like to receive a complaint form, with which he could document his complaint in writing and forward it to the appropriate agencies. Then he removed a digital voice recorder from his right pocket and asked the duty officer if he could document via audio recorder his refusal to allow him to receive a complaint form.

This made the duty officer very angry and he told the visitor to leave or he would be arrested. The visitor promptly left the Police Department without revealing the nature of the complaint. He entered his car a white sedan license # MK 5337 and drove towards the regional police headquarters. As the visitor left, the duty officer called the investigation officer at the regional Police HQ on telephone and reported about this strange visitor. At approx. 19.45 hrs of the same evening the complainant stopped his car at the regional Police headquarters, located at Flower Street # 62. He approached the main desk in the duty room and informed the female duty officer that he would like to receive a complaint form for the purpose of reporting a citizen's complaint against a police officer. The duty officer said that this form was not available to visitors, as the Police department policy was that he must first speak to the investigation officer and describe the incident. The Officer would then decide if the complaint was worthy of a report. She called the investigation officer on telephone and after 5 minutes the visitor was invited to his office. In the investigation room the visitor displayed his documents and revealed that he was the new regional Police Chief.

*The following conversation is the dialogue between the regional Police Chief and the investigation officer.*

### CONVERSATION

**Chief of Police:** Good evening. Thank you your quick response and professional work.

**Invest. Officer:** Not at all we just do our job.

**Chief of Police:** Actually I had to report for duty only on Monday 28 of March 2005 at 08.00 hrs.

**Invest. Officer:** May I ask you why did you come earlier?

**Chief of Police:** Before showing up for duty officially, I conceived a plan and made it real.

**Invest. Officer:** What was your plan like?

**Chief of Police:** I decided to check how duty officers perform their duties in an unusual situation.

**Invest. Officer:** How did you make it possible?

**Chief of Police:** This rainy Friday evening on March 25, 2005 at 18.30 hrs I entered Police station # 5 located at grid MG 497 – 551 and asked for a citizen's complaint form against a Police officer.

**Invest. Officer:** Yes, I received a telephone call from this Police station. The Duty Officer said that he had a very strange visitor.

**Chief of Police:** So, how did he describe me?

**Invest. Officer:** He said that the visitor was about 40 years old slim built, 175 cm. tall and introduced himself as the director of the "Atlantic Pictures" photo studio.

**Chief of Police:** That is right. Was he able to describe how I was dressed?

**Invest officer:** He said that you were dressed in brown shoes, gray pants, white shirt and black cloak.

**Chief of Police:** Oh, that sounds very well and very precise.

**Invest. Officer:** How did the duty officer react on your request?

**Chief of Police:** The male duty officer said that he could not file a complaint, but he could call and ask investigation officer to come and speak regarding the incident.

**Invest. Officer:** So, he was following the department policy and the reply was correct.

**Chief of Police:** I wanted to put the duty officer in an unusual situation and to see his reaction.

**Invest. Officer:** What did you do then?

**Chief of Police:** I said, that I did not wish to speak with the investigation officer, but would like to receive a complaint form, with which I could document my complaint in writing and forward it to the appropriate agencies.

Then I removed a digital voice recorder from the right pocket and asked the duty officer if he could document via the audio recorder his refusal to allow me to receive a complaint form.

**Invest. Officer:** This, I believe drove the duty office very angry. Frankly speaking I do not know what my reaction would be like if I was on his place .

**Chief of Police:** You are right. The nature of our work presumes meetings with strangers. This time the duty officer became very angry and told me to leave or I would be arrested.

**Invest. Officer:** Did you say to the duty officer what the complaint was about?

**Chief of Police:** I promptly left the Police Department without revealing the nature of the complaint.

**Invest. Officer:** Where did you go?

**Chief of Police:** I took my car a white sedan license # MK 5337 and drove towards the Regional Police HQ, located on Flower Street # 62. At approx.19.45 hrs I entered the duty room in the Regional Police Headquarters.

**Invest. Officer:** What was happening in the duty room at our Police HQ?

**Chief of Police:** I approached the main desk and informed the female duty officer that I wanted to receive a complaint form for the purpose of reporting a citizen's complaint against a police officer.

**Invest. Officer:** What was her reply?

**Chief of Police:** She said that this form was not available to visitors, as the Police department Policy was that I had to speak to the investigation officer and describe the incident. Then he decides if the complaint was worthy of a report.

**Invest. Officer:** Actually the story appeared to be the same. What happened then?

**Chief of Police:** She called on the telephone to the investigation officer and in 5 minutes I was already in your room. I displayed my documents and now you know who I am.  
**Invest. Officer:** Welcome to the regional Police Headquarters this late hour, Sir.  
**Chief of Police:** Thank you. That is all for now. That was a busy evening. I have to go home. Good bye.  
**Invest. Officer:** See you on Monday Sir. Good bye.

### QUESTION PAPER

**Family Name:**..... **First Name**.....

**Country**..... **Date**.....

**Q1.** What did the newly appointed Regional Police Chief want to check before he officially reports for duty?

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**Q2.** How did the visitor introduce himself at Police station number 5?

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**Q3.** How was the visitor dressed?

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**Q4.** What kind of complaint form did the visitor ask for?

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**Q5.** Whom did the visitor intend forwarding his complaint to?

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**Q6.** What did the visitor remove from his right pocket?

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**Q7.** How old and tall was the visitor?

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**Q8.**What was the type and license number of the visitor's vehicle?

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**Q9.**What was the address of the regional Police headquarters?

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**Q10.**Who, according to the Police department policy decides if a complaint is worthy of a report ?

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