

SAFETY – BEST PRACTICES

(available for optional use – not intended to supersede your brokerage’s safety policies)

BEST PRACTICES FOR WORKING WITH NEW SELLERS:

- Consult County tax records before going on a listing appointment or approaching a home that is being offered for sale by owner.
- If the potential new client reached out to you to request your professional services, take advantage of Forewarn to confirm their identity and ownership of the property.
- When using Forewarn, keep in mind that the existence of a felony in someone’s past doesn’t and shouldn’t in itself exclude them from working with you. The date and nature of the felony might be a factor though. If you discover criminal history that makes you feel uncomfortable, consult your broker. Your broker might prefer to have you employ the buddy system when meeting with the seller, assign the listing to another agent in the office, or decline the listing opportunity.
- Verify the names on the title and check RPR, the White Pages, Zillow, and Google.
- When meeting with the seller:
 - Study the neighborhood.
 - Be aware of your surroundings.
 - Look for verbal or body language red flags, such as the seller mentions that they have met with numerous agents (or have negative opinions of numerous agents), the seller infringes upon your personal space, the seller becomes upset quickly, etc.
 - Do not overshare about your personal life.
- If you list the property:
 - Introduce yourself to the immediate neighbors, give them your card, and invite them to call you if they see anything unusual. This can be done in person, via a letter or postcard, or with a door hanger.
 - Advise your seller to lock up all valuables and prescription medications and to put away mail.
 - Advise your sellers to contain pets or relocate them during showings. Include notification in the Agent Only Remarks on the MLS if a pet will be present during showings. The GRAR Store offers “pets inside” door hangers.
 - Advise your seller to leave the porch light on for evening showings, especially in winter months when it gets dark early.
 - Advise your sellers not to show their home by themselves. Alert them that not all people are who they say they are. Predators come in all shapes and sizes. We tell our children not to talk to strangers. Tell your sellers not to talk to other agents or buyers, and to refer all inquiries to you.
 - Homes with smart devices – When the seller is moving out, advise them to erase stored data, change passwords, and return to factory settings.
 - Post a sign indicating that the home is under video surveillance. If cameras aren’t really in the home, let your seller know that the sign is simply a crime deterrent. The GRAR Store carries signs as well as window decals that can be placed on the front door for this purpose.
 - To avoid compromising situations, make sure that the seller (or tenants) are aware of all scheduled showings.
 - Carefully consider the duration and frequency of permitted showings and keep in mind that there are risks associated with the practice of overlapping showings. [Please click here for additional details.](#)

BEST PRACTICES FOR LISTING VACANT PROPERTIES:

- Avoid the word "vacant" in any listings. Predators are on the lookout for empty properties. If you feel compelled to disclose that a property is vacant, use the Agent Only Remarks field for that disclosure. Also indicate in that location if the property is without electricity.
- Introduce yourself to the immediate neighbors, give them your card, and invite them to call you if they see anything unusual. This can be done in person, via a letter or postcard, or with a door hanger.
- Jot down the serial numbers of the appliances. There have been many instances of appliances being stolen out of listed, vacant properties. If the serial number can be provided to law enforcement, the odds of recovering the items are better.
- Keep the lawn mowed, the driveway plowed, and the sidewalks and steps salted. Give the property the appearance of being occupied.

- Post a sign indicating that the home is under video surveillance. If cameras aren't really in the home, let your seller know that the sign is simply a crime deterrent. The GRAR Store carries signs as well as window decals that can be placed on the front door for this purpose.
- Carefully consider the duration and frequency of permitted showings and keep in mind that there are risks associated with the practice of overlapping showings. [Please click here for additional details.](#)
- Consider use of virtual staging in the photos. See GRAR's policy at <file:///C:/Users/GRARp/Downloads/LISTINGS-VIRTUAL-STAGING.pdf>.

BEST PRACTICES FOR WORKING WITH NEW BUYERS:

- If the potential new buyer reached out to you to request your professional services, take advantage of Forewarn to confirm their identity.
- When using Forewarn, keep in mind that the existence of a felony in someone's past doesn't and shouldn't in itself exclude them from working with you. The date and nature of the felony might be a factor though. If you discover criminal history that makes you feel uncomfortable, consult your broker. Your broker might prefer to have you employ the buddy system when meeting with the buyer or might prefer that you decline the opportunity to work with that person.
- Do as much vetting as possible before that first meeting. In addition to Forewarn, check social media (Facebook, Instagram, Twitter) and Google.
- Always hold that first meeting in a neutral location (at your office, a coffee shop, or some other public place). Do not meet for the first time at the property.
- If meeting at your office, introduce the buyer to an associate. A would-be assailant doesn't like to be noticed or enable others to identify them in a police line-up.
- Request a pre-approval letter or proof of cash funds. Upon receipt, independently look up the phone number of the lender or bank and call to confirm the authenticity of the letter or information.
- Make a copy of the buyer's photo ID and note the make/model and license plate (if possible) of their car.
- Do not overshare about your personal life.
- A tip for you and your clients -- Contact the fraud department of any of the three consumer reporting companies— Equifax®, ExperianSM and Trans Union®—to place a fraud alert on your credit report. The fraud alert automatically lets credit card companies and other creditors know they must contact you before opening any new accounts or making any changes to your existing accounts.
- The following is a statement that you may add to your email signature to caution buyer clients (and others) against the dangers of wire fraud: ***IMPORTANT NOTICE: Never trust wiring instructions sent via email. Cyber criminals are hacking email accounts and sending emails with fake wiring instructions. These emails are convincing and sophisticated. Always independently confirm wiring instructions in person or via a telephone call to a trusted and verified phone number. Never wire money without double-checking that the wiring instructions are correct.***

BEST PRACTICES FOR SHOWING/TOURING PROPERTIES:

- Share your schedule with a colleague, friend, or family member. Someone should always know where you are going, when you will be back, and who you are meeting (including that person's contact information).
- Have a check in process with a trusted associate, friend, or family members.
- Establish a distress code, word, or phrase with a trusted person that can be worked into any conversation if you feeling uncomfortable or uneasy.
- Check your cell phone signal and battery life before heading to your appointments. When showing property, thick walls and/or remote locations may interfere with cell reception. Check in advance to be sure your phone is serviceable in the area that you are visiting.
- Confirm that the seller or tenant is aware of the showing.
- Ask if there will be pets at the property.
- Have a weather app on our phone that will send a warning in the event of a tornado, hail, blizzard or other weather-related hazard. Be prepared for winter weather. Have a survival kit in your trunk -- a blanket, hat, gloves, boots, non-perishable food, and water.
- Keep a first aid kit in your car.
- Preview the property. Walk around the outside to see if anything looks unusual.
- If you feel uncomfortable about a showing or visit to a property, trust your instincts and bring a buddy.
- Don't go into an area that you feel is unsafe. Know the location of the nearest police station.

- Drive separately to the appointment. Park in the street so that your car cannot be blocked in. Lock your door when you get out of the car and immediately lock your doors when you get back in the car.
- Ask your clients to wait in their car until you arrive.
- Place a door hanger on the door or hang it from the rearview mirror of your car that says “showing in progress.” GRAR is in the process of adding these items to the REALTOR Store inventory.
- If the property has a lockbox on it, open the box, remove the key, and keep the key with you during the showing. Return the key to the box at the conclusion of the showing. Do not simply hand it over to another agent who is waiting to show the property. If an electronic lockbox is on the home (which is highly recommended), it will appear that you were in the home much longer than you really were if you simply hand the key over. If damage occurs, it will appear that you were in control of the property at the time. [Please click here to view the risks associated with overlapping showings.](#)
- For first time showings, try to show properties before dark if possible. If you must show a property after dark, turn on all of the lights and don't lower the blinds or close the curtains.
- When showing a home, always have your prospect walk in front of you. Don't lead them, but rather, direct them from a position slightly behind them, especially into basements, outbuildings, or enclosed areas. You can gesture for them to go ahead of you and say, for example, “The bedrooms are in the back of the house.”
- Promote COVID safety protocol - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- Carry only non-valuable items with you (with the exception of your cell phone, of course). Lock your purse in the trunk of your car.
- Carry a large Mag flashlight with you. This is useful for dark spaces and won't seem unusual for a REALTOR to carry, but can also serve as an effective weapon if needed.
- If you are feeling uneasy, pretend that you are getting a phone call from the office, you forgot something in the car, or that you just received a message that another buyer is on their way with a client.
- If you find yourself in a situation and you have spotty service, a text uses less signal than a phone call.
- If you feel that you are in danger, call 911 immediately.
- When it comes to fight or flight, always choose flight. While every real estate agent should take a basic self-defense course, the primary goal in any threatening situation is to escape from immediate danger and call for help. Dress in a manner that permits movement and escape (avoid tight fitting clothing and high heels).
- If you find yourself stranded for some reason and your cell signal is getting low, change your voice mail greeting to indicate where you are and that you are in need of assistance. Those calling you will receive that message even if your cell battery has died and will be able to locate you.

BEST PRACTICES FOR OPEN HOUSES:

- Advise sellers not to leave personal information like mail or bills out in the open where anyone can see it, and to lock up valuables and medications.
- Do not host an open houses alone. Bring a buddy to serve as another set of eyes in the home. We most often hear of wrongdoers arriving at the open house in groups of two or three. One will engage the REALTOR in conversation while the others tour the home looking for valuables, prescription medications, or unlocking doors or windows so that they can return later. Your open house buddy does not need to be licensed as long as that person isn't answering questions about the property.
- Before the open house begins, unlock all doors and windows. This allows you an escape route if needed, but also serves as reminder to go back through at the conclusion of the open house to lock all doors and windows.
- Post a sign indicating that the home is under video surveillance. If cameras aren't really in the home, let your seller know that the sign is simply a crime deterrent. The GRAR Store carries signs as well as window decals that can be placed on the front door for this purpose.
- Follow COVID protocol.
- Have a guest registry. If possible, have a touchless sign-in where visitors text or email their name to you at the door.
- Don't assume that everyone has left the premises at the end of an open house. Check all of the rooms, window locks, and the backyard prior to locking the doors and leaving for the day.

BEST PRACTICES FOR IDENTIFYING YOURSELF AS A REALTOR:

- Always carry your real estate license.
- Wear a tag or lanyard with your name and company.

- Wear your REALTOR pin provided by GRAR.
- The GRAR Store carries magnetic oval signs for cars that say REALTOR. It also has REALTOR license plate frames and car window decals.

BEST PRACTICES FOR SOCIAL MEDIA:

- Although not safety protocol, when it comes to social media, it is important to keep in mind that the Michigan Occupational Code (i.e. state license law) requires that all advertisements to buy, sell, exchange, rent, lease, or mortgage real estate or business opportunities shall include the broker's name as licensed and telephone number or street address. That rule was expanded in January 2018 to state that the individual licensee's name or team name cannot be in a larger type size than the name of the employing broker. If any real estate related posts will appear on a REALTOR's social media account, then the account must include the identification of the broker as referenced above.
- Does your broker have a social media policy for the office? Ask!
- Refrain from showing expensive jewelry or designer products in your posts. You do not want to create the perception that you have valuables worth stealing.
- Avoid showing your daily routine or details about when you will be away from home/the office. This makes sure criminals cannot anticipate your location and be ready to do harm.
- Review your social media privacy settings (if someone else wants to tag you in a post or photo, make sure that it requires your approval before appearing on your page) and keep your passwords secure and change them periodically.
- Once posted, always posted. Carefully consider each item you share (whether on your personal page or business page) since it can/will have a lasting impact upon your reputation, even if later deleted. Ask yourself if the post or photo shared is one that you would want a potential client, a competitor, or your broker to see.
- Keep personal info personal. Be cautious about how much personal information you provide on social networking sites. The more information you post, the easier it may be for a hacker or someone else to use that information to steal your identity, access your data, or commit other crimes such as stalking.
- It's risky to answer "fun" questions on social media when that question is posted by an unknown source. What was the name of your first pet? What was your first car? What was your first job? Where were you born? What was your high school mascot? These are all questions that are often used as security questions on your online accounts. Responding to these questions in a public forum on social media can give hackers the answers they need to compromise your accounts.
- If someone is harassing you or threatening you on social media, remove them from your friends list, block them, and report them to the site administrator.
- Be careful of "over-friending" by attempting to vet friend requests before accepting them.

BEST PRACTICES FOR PARKING LOT SAFETY:

- Lock your car when you exit it and lock it again when you get back in.
- Don't sit in your car reading messages, rummaging through shopping bags, or adjusting the radio with your doors unlocked.
- Don't walk through parking lots or stores staring at your phone and oblivious to your surroundings; rather, make eye contact and say hello to others. Be a good witness, not a good victim.
- Don't approach your vehicle if you notice that a van or other large vehicle with tinted windows is parked nearby. Instead, find a security guard or another shopper to walk with you to make sure that you get in your car safely.
- If you have an unlocking remote or keyless entry, make sure the settings allow you to only unlock the driver's side door so that others can slip into the passenger side.
- Have your key ready to open the car door before you get to the car. Don't stand at the door searching for your key.
- The GRAR Store carries an inexpensive sound alarm that attaches to your key chain. If in danger, pull the pin and it will set off a loud alarm that will continue for 30 minutes or until the pin is replaced. This captures the attention of others in the parking lot who can come to your aid.

BEST PRACTICES FOR SENTRILOCK:

- Electronic lockboxes are much more secure than mechanical boxes.
- Frequently asked questions are available at <https://grarmember.grar.com/sentrilock-faqs/>.

- Do not allow a consumer to independently tour a listed property by sharing a one-day code with them.
- When placing a Sentribox on a property, be sure to assign it to the listing. A lockbox must be assigned to a live listing in order to generate a one-day code. Having a lockbox assigned to a listing also allows the listing agent, office staff, and or the DR to see exactly where that lockbox is located (or was last located), which agent has the box, and it tracks who has shown the property and for how long they were in the property.
- Make sure the right people are accessing your listings at the right times by monitoring activity via showing notifications and access logs. Find out when one of your properties is being shown via showing notifications. This lockbox feature sends you an email or notification in the SentriSmart™ mobile app when your lockbox is opened by another real estate professional, contractor, or anyone else. These alerts happen in real time.
- When showing a property that has an electronic lockbox, do not simply pass the key to the next agent entering the property. Instead, return it to the lockbox at the conclusion of the showing, so that the system records the date/time you entered the property and the date/time you exited the property. If you hand the key over to the next agent, it will appear that you were in the property much longer than you actually were. This is problematic if an injury or damage to the property occurs during that time.
- SentriLock offers an Agent Safety feature as an optional benefit in its SentriKey® Real Estate app. Users of the app can set up emergency contacts; the Agent Safety feature automatically and discreetly alerts the emergency contacts if the agent indicates that they don't feel safe or can't confirm that the environment is safe. Learn how at <https://vimeo.com/342826440>.

RESOURCES AND LINKS:

- GRAR's Safety & Scams Resource Page - <https://grarmember.grar.com/safety-scam-resource-page/>
- GRAR's Archive of Safety Alerts - <https://grarmember.grar.com/archive-of-safety-scam-alerts/>
- Beverly & Beyond Webinar - <https://www.nar.realtor/videos/beverly-beyond-the-best-tips-learned-since-losing-my-sweet-mom>
- Forewarn - <https://grarmember.grar.com/wp-content/uploads/2020/06/forewarn-member-page.pdf>
- NAR's Safety Resources - <https://www.nar.realtor/safety/resources-for-personal-protection>
- Michigan Offender Tracking System - <https://mdocweb.state.mi.us/otis2/aboutotis2.aspx>
- Android Safety Features - <https://www.android.com/safety/>
- iPhone and Apple Watch safety features - <https://support.apple.com/safety-features>
- Sentrilock Safety Features - <https://www.sentrilock.com/wp-content/uploads/2019/06/Agent-Safety-Flyer.pdf>
- Report phishing, spoofing, and other online scams to the FTC - <https://www.ftc.gov/tips-advice/business-center/small-businesses/cybersecurity/phishing>
- CDC Covid Safety Protocol - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- Wire Fraud: Step-by-Step Guide to Recouping Funds, Minimizing Loss, and Remediating Systems - <https://grarmember.grar.com/wp-content/uploads/2020/02/wire-fraud.pdf>

SAFETY PRODUCTS AVAILABLE IN GRAR'S REALTOR STORE:

- Pepper Spray Keyring
- Pepper Gel Keyring
- Keychain Sound Alarm
- Multi-Tool/Knife Keychain
- Property Under Video Surveillance Window Decal
- Property Under Video Surveillance Wall Sign
- Heavy Duty Mag Flashlight w/Batteries
- Carbon Monoxide Detector
- Smoke Detector
- 299-Piece First Aid Kit
- Disposable Gloves
- Disposable Masks

Contact the Store – 616-940-8225 or realtorstore@grar.com (M-F, 8:30 a.m. – 4:30 p.m.)

IMPORTANT INFORMATION RE: INTERACTION WITH LAW ENFORCEMENT:

This document has been prepared to help Realtors successfully navigate interactions with law enforcement that occur during the course of their real estate activities.

- A successful interaction is one in which the impact of law enforcement intrusion into the real estate activities of the agent and his/her client is kept to a minimum, while also allowing the officer to complete the investigative inquiry.
- Interactions with law enforcement during the course of your business activities as a real estate professional is a very probable occurrence. Whether it involves simple contact while you are posting your sign at a new listing, a traffic stop while you are running late to an appointment, or an investigative stop while you are walking around an active listing at night, understanding the reasons behind why officers do what they do can make the interaction much less stressful for you, your clients and the officer(s).
- Paramount to this understanding is the reality that modern-day police procedures and tactics are developed and implemented to increase the safety of and reduce the risk to all involved parties (e.g., officer, civilians, and the public at-large) This is both a moral obligation to the mission of public safety and community trust, and a fiscal requirement to help reduce the risk of costly litigation.
- As a real estate professional equipped with this knowledge, you can have a positive influence on the success of these interactions in a way that minimizes the impact of the intrusion upon your clients while establishing or maintaining a favorable reputation with law enforcement. After all, cops must buy homes too.

- Types of interaction:

Contact:

➤ Definition

- A consensual interaction between an officer and an individual with no detention or other restrictions on freedom.
- An officer may ask questions, but the individual is not required to answer or even respond.
- Example - While posting your brokerage sign in the front yard of a new listing, an officer stops in front of the property and asks the price.

➤ Citizen Responsibility

- There is no obligation for the individual to engage in dialog or to stop what they are doing to interact.
- An individual is free to not respond or to leave at any time.

Stop

➤ Definition

- A limited investigative detention (not an arrest) of an individual based upon the reasonable suspicion by an officer that a crime has been or is about to be committed.
- An officer may conduct a pat-down for weapons with additional articulable suspicion of the presence of such.
- An officer may also require the person exit a vehicle, be handcuffed, and/or sit in the back of a police car.
- Stops may result from observations made directly by an officer, or through complaints of suspicious/possible criminal activity called in by the public.
- Example - While showing a home to prospective buyers, you take them around the exterior to look at the home's landscaping and maintenance requirements. Because the showing has occurred after dark, you are using a flashlight to facilitate the viewing. An officer sees the flashlight shining on the exterior of the home, and stops to investigate, as there is a reasonable suspicion of prowling, peeping, or burglar. The officer briefly detains you and your buyers while verifying you as a Realtor and your legitimate business at the property.

➤ Citizen Responsibility

- An individual is required to comply with the directives of the officer.
- An individual is NOT free to leave a stop until released by the officer.
- Passive or active resistance by the individual to those directives could result in his/her/their arrest, even if it is later determined that no original criminality was present.

Arrest:

➤ Definition

- A full seizure of an individual after probable cause has been established by an officer that a crime has been committed and that the person committed the crime.
- An arrested individual may then be released at the scene with a summons to appear in court or lodged at a detention facility until a bond is posted or they appear before a judge or magistrate. The use of a summons or physical arrest and lodging is dependent upon the nature of the crime that is alleged to have been committed.

- An individual cannot legally refuse a valid arrest. An attempt to do so will likely result in a forcible detention and additional charges.

*Law enforcement interactions are dynamic and can escalate to a more intrusive interaction or de-escalate into a less intrusive one based upon an officer's observations of an individual's behavior, responses to questions, and/or the discovery of additional information/evidence.

Expectations for Officer Bearing

While officers are required to always act in a professional manner, the level of formality and directiveness in communication is dependent upon the nature of the interaction. The higher the potential for risk, injury, or assault, the more formal and directive the communication will become. For the purposes of potential Realtor/client interaction with law enforcement, the following guidelines will be restricted to interactions involving contacts and stops only:

Contacts:

- Contacts are professional, but may be formal or informal in nature, depending upon the setting.
 - ❖ More formal - Officer interviews with potential witnesses to a crime.
 - ❖ Less formal - Officers checking in with local businesses to inquire as to their needs and neighborhood concerns.
- Focus is on cooperation towards a mutual goal through the exchange of information.
- Communication is a dialog between the parties.
- Disagreements may be expressed, and common ground sought.
- May be escalated into a stop if reasonable suspicion for criminal activity is observed by the officer.

Stops:

- Stops may be classified into 2 subcategories, dependent on known risk
- Unknown Risk Stops:
 - ❖ As the title indicates, these are stops for which the risk involved is unknown prior to making the stop.
 - ❖ This type of stops comprises most stops for traffic violations and stops of individuals alleged to have been involved in non-violent or non-felony crimes.
 - ❖ Initial communication may be directive but may de-escalate into a dialog once the officer is able to assess a reduced risk during the interaction.
 - ❖ May escalate if the individual(s) stopped becomes evasive, resistant, or combative.
- High Risk Stops:
 - ❖ These stops involve situations where the inherent risk to the safety of all parties is known or reasonably assessed to be high.
 - ❖ Formerly known as a "felony stop", this approach is used when officers are trying to stop 1) a violent subject, 2) a subject known or believed to be armed, or 3) during in-progress felony calls for service.
 - ❖ The allocation of police personnel used for this type of response may appear to be overkill to the layperson, but is necessary to reduce risk and increase the safety and welfare of all involved (officers, subjects, public at large) by providing for:
 - Sufficient contact and cover officers for communicating with, directing, and securing the individual(s) involved.
 - An inner perimeter around a location to reduce the potential for escape.
 - An outer perimeter to keep the public away from the scene and out of potential lines of fire.
 - ❖ Communication is directive, usually done from behind cover, and sometimes using a bullhorn.
 - ❖ Responding officers may have sidearms and/or long-guns deployed and pointed at involved subjects, depending on their assignment.
 - ❖ Subjects will be directed to the officers where they will be secured in handcuffs, patted down for weapons, and placed in patrol cars.
 - ❖ Officers may ask the subjects questions regarding their name, the number of additional subjects, their locations with a vehicle or structure, and the presence of weapons.
 - ❖ Very little 2-way communication between officers and subjects will occur until the scene and all subjects have been secured.
 - ❖ Once the scene has been made safe, the interaction will shift to investigation.

Guidelines for REALTOR Response:

Whether you are alone or with clients when these interactions occur, as a Realtor, you have an opportunity to showcase your professionalism based upon how you react and facilitate the business of the stop. What follows are some considerations:

Ways to Reduce Risk – Proactive:

- Make yourself readily identifiable as a REALTOR (see best practices listed above).
- Discuss with your clients the possibility of being stopped while conducting a showing at a property and your expectations for interacting with law enforcement. Ask if they have a CPL and will be armed during the showing.

Ways to Reduce Risk – Reactive:

- If stopped, remain calm with hands visible.
- If in a vehicle at night, turn on accessible interior lights before the officer approaches.
- Comply with an officer's directives.
- Identify yourself as a REALTOR and that you are conducting real estate-related business.
- If applicable, IMMEDIATELY DISCLOSE to law enforcement the possession of valid CPL and a firearm by you or your clients, especially when in a vehicle.
- Advise the officer of the location of your real estate license and ID.
- Do not move suddenly or erratically, especially when reaching for or trying to access items from your person or vehicle.
- It is recommended that you ask an officer before reaching into a pocket or glove box to retrieve a requested item.
- You may respectfully disagree and even seek clarification if you do not understand, but DO NOT argue with the officer about the validity of the stop while the stop is being conducted. Emotional responses, especially those involving angry and/or threatening language and body movement will increase the inherent risk perceived by officers and will likely result in more intrusive measures will be taken by officers to maintain safety.

Summary

- A successful encounter with law enforcement during a stop is dependent upon your ability to comply with directives and provide the information requested. Even if you do not agree with the officer's justification for the stop, or level of professionalism, during the business of the stop is not the time to argue. You may disagree, but comply nonetheless.
- You are a leader to your real estate clients. Your demeanor and composure may influence their reactions to the stop and determine whether the intrusion can be peacefully resolved or escalate into a more significant incident.
 - ❖ After the stop has been completed, you or your clients may file a complaint regarding the legality of the stop or the demeanor of the officer. Several factors will ensure that your complaint is heard and properly investigated:
 - ❖ The prevalence in West Michigan of in-car and/or body-worn cameras that document citizen interactions, and
 - ❖ The presence of Professional Standards/Internal Affairs Units within these law enforcement agencies
 - ❖ The presence of independent, civilian oversight of police conduct within most municipalities.

