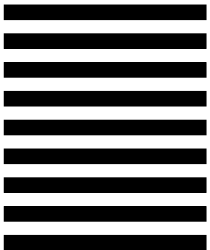


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UNITED STATES



**Independent Police Review**  
1221 SW Fourth Ave., Room 140  
Portland, OR 97204-1900

**Phone: (503) 823-0146**  
**Fax: (503) 823-4571**



# Form for Complaints or Commendations about Portland Police

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CITY OF PORTLAND  
INDEPENDENT POLICE REVIEW  
1120 SW 5TH AVE  
PORTLAND OR 97204-9624

*“Police Accountability, Public Trust”*

## Independent Police Review

Office of the City Auditor

131/140

### What is IPR?

The City Auditor’s Independent Police Review division is an impartial oversight agency, independent of the Portland Police Bureau (PPB). The goal of IPR is to improve police services and accountability to the public; ensure appropriate action is taken on complaints about the police; and make policy recommendations to the PPB to help prevent future occurrences of identified problems.

### How to File a Complaint or Commendation:

Forms can be picked up at the IPR office, all PPB precincts, many local sites, or on the IPR website. There are many options for filing:

- Mail this form (the postage is prepaid)
- Fax this form to: (503) 823-4571
- File in person at the IPR office in City Hall
- Call the IPR office at: (503) 823-0146
- File electronically on the Internet at: [www.portlandoregon.gov/auditor/ipr](http://www.portlandoregon.gov/auditor/ipr)

The City of Portland operates on a policy of inclusion, regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, age or disability. Any person may file a complaint regardless of legal status or citizenship.

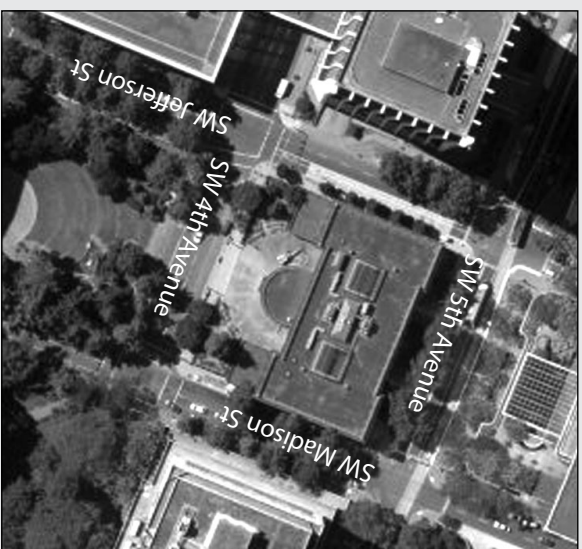
### What IPR Does:

- Receive community complaints and commendations about Portland Police Bureau officers (PPB)
- Conduct and oversee administrative investigations of PPB officers charged with misconduct
- Issue periodic reports about complaints and investigations, and recommend policy changes to reduce complaints and misconduct
- Observe and participate in investigations of officer-involved shootings and in-custody deaths
- Coordinate appeals filed by those who are dissatisfied with the outcome of administrative investigations

### What IPR Does Not Do:

- Interfere with ongoing investigations or actions of the court
- Make payments to complainants for damages or losses of personal property
- Handle complaints against officers of any agency other than PPB

JENNIFER WILSON  
[www.youtube.com/watch?v=rKpfD\\_MECgE](https://www.youtube.com/watch?v=rKpfD_MECgE)



IPR is located inside of City Hall, which is just off the Yellow and Green line MAX. Also near the bus mall.



**Office of the City Auditor  
Independent Police Review  
Form for Complaints or Commendations about Portland Police**

- To file electronically: [www.portlandonline.com/auditor/ipr](http://www.portlandonline.com/auditor/ipr)
- To file by phone: (503) 823-0146 (language assistance is available)
- To file in writing: mail or deliver this postage-paid form to the IPR office, or fax to (503) 823-4571
- TTY/TDD: (503) 823-6868

*Office Use Only:*

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**I want to file a:**  **Complaint**  **Commendation**

**Information about you:**

Last: \_\_\_\_\_ First: \_\_\_\_\_ Initial: \_\_\_\_\_

Home: (\_\_\_\_) \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_

Cell: (\_\_\_\_) \_\_\_\_\_ E-mail: \_\_\_\_\_

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Sex: Male / Female / Other Race/Ethnicity: \_\_\_\_\_

Street: \_\_\_\_\_ Apt: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**How were you involved in the incident?**  **It happened to me**  **I witnessed it**  **I heard about it**

**Are you represented by an attorney regarding this matter?**  **Yes**  **No**

Attorney's Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

**Information about the incident:**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time: \_\_\_\_\_ AM / PM

Address/Location: \_\_\_\_\_

**Information about the Portland Police Bureau officer(s) or bureau employee(s) involved:**

Name: \_\_\_\_\_ Badge Number: \_\_\_\_\_

Name: \_\_\_\_\_ Badge Number: \_\_\_\_\_

**If there were witnesses, please tell us about them:**

Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Address: \_\_\_\_\_

**Briefly summarize what happened (you may attach additional pages or documents if needed):**

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• NO POSTAGE NECESSARY • FOLD AND TAPE CLOSED • TEAR OFF FORM ALONG PERFORATION •

**When a Commendation is Filed:**

Commendations received by IPR from the community are entered into the IPR database and forwarded to the office of the Chief of Police. Copies of commendations are then sent to the commended officer(s) and their supervisor.

**When a Complaint is Filed:**

After a complaint is filed with IPR, it is assigned for an investigation by IPR's staff of investigators. Investigators will interview the complainant and any other civilian witnesses, identify officers, and locate records of the incident. Once the IPR investigation is complete, the IPR Director or designee can handle the complaint in several different ways:

- Request additional investigation by Internal Affairs (IA)
- Mediation, if both a community member and the officer agree
- Referral to IA as a Service Improvement Opportunity
- Dismissal

**IPR Community-Police Mediation Program:**

IPR's mediation program is a voluntary, confidential process where a professional mediator helps community members and officers talk and listen to each other. It is a chance for officers to hear how their actions affected community members and vice-versa.

**What is a Service Improvement Opportunity (SIO)?**

When IPR receives a complaint that demonstrates an officer's service was below Police Bureau expectations, IPR may recommend that IA refer the complaint to the officer's commander. A supervisor then talks with the complainant and meets with the officer to discuss options for handling the incident differently.

**Why Are Complaints Dismissed?**

Complaints are dismissed for a variety of reasons, including (but not limited to):

- Lack of supporting evidence to prove an allegation of misconduct
- Lack of witnesses
- Unable to identify the officer involved
- Timeliness of the complaint - IPR recommends filing within 60 days of the incident

**All Complaints Matter!**

Even when complaints are dismissed or allegations of misconduct are not sustained in an individual case, a record of every complaint is maintained in the IPR database. This allows IPR to analyze and report on complaints received, identify patterns of problems, and develop recommendations for improvements to PPB policy.

**Citizen Review Committee (CRC):**

CRC is composed of eleven volunteers from the community. Appointed by City Council to gather community concerns about police services, develop policy recommendations to IPR and PPB, and hear appeals from community members and officers.

**Outreach to the Community:**

If you would like to learn more about IPR services, give feedback about policing, hold a staff training on police oversight, or find out about the commendation or complaint process, please call the IPR Community Outreach Coordinator at 503-823-0146.

**Contact Info**

City of Portland/City Auditor  
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City Hall  
1221 SW 4 th Avenue, Room 140  
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