

WHAT IS THE CITIZENS POLICE COMPLAINT OFFICE (CPCO)?

The CPCO is an office, independent of the Indianapolis Metropolitan Police Department (IMPD), created by City/County General Ordinance. The CPCO office provides an avenue for the citizens and guests of Indianapolis, who believe they have been treated improperly by an IMPD officer, the opportunity to have their complaint(s) articulated and investigated in a timely manner.



WHAT IS THE Citizen's Police Complaint Board (CPCB)?

The Citizens Police Complaint Board provides an avenue for the review of completed investigation of a formal complaint(s). The Board is comprised of 9 voting members and 3 ex-officio police officer members appointed by Mayor (4), CCC (7), and FOP (1).

WHO MAY FILE A COMPLAINT?

Any person who feels they have been the victim of police misconduct may file a complaint. If you are under the age of 18, a legal guardian must accompany you when filing the complaint.

HOW DOES ONE FILE A COMPLAINT?

The most common way to file a complaint is to contact the CPCO at (317)327-3440 to schedule an appointment for a formal interview. To file a complaint informally, you may write to: **Laura D. White, Executive Director, 200 East Washington Street, Suite 1921, Indianapolis, IN 46204-3327** or email to CPCO@indy.gov or file online here <http://tinyurl.com/IndyCPCO>. The filing of a formal complaint must be done within sixty (60) days of the incident.

IMPORTANT INFORMATION YOU WILL NEED YOU FILE A COMPLAINT:

When you file a complaint please include the following information:

- Date, time and location
- Description of officer(s) and their badge number, vehicle number (if available)
- Witnesses' names, addresses, phone numbers
- Citations, medical records, or any other documentation/evidence that you feel may be helpful
- Any case/cad/crash incident numbers
- Email/phone/address of the complainant.

HOW CAN YOU BRING GOOD OFFICER CONDUCT TO THE ATTENTION OF IMPD?

If you would like to compliment the conduct and/or actions of an IMPD officer, this may be accomplished by calling the Chief of Police's office at (317) 327-3282. You may also send written correspondence to the Chief of Police or to the district commander of the officer. You may also submit via our online form here: <http://tinyurl.com/IndyCPCO>

WHAT HAPPENS TO THE COMPLAINT?

Once a formal complaint is received in the CPCO, it is processed, recorded and then sent to IMPD Internal Affairs for investigation. The complaint is then forwarded back to the CPCO with a disposition (finding) attached. The complaint is then scheduled for a review by the CPCB. The complainant will be informed of the time, date and place of this public meeting. The CPCB will review and discuss the complaint at the meeting. No testimony is heard from either the complainant or the officer(s) involved. All statements are made previously by involved parties during the investigative process. If the CPCB endorses (agrees with) the findings, the case is then considered complete. If the CPCB does not endorse the findings, they have the option to:

- 1) Order the Executive Director of the CPCO to conduct an independent investigation of the allegations and/or
- 2) Conduct an informal administrative hearing on the complaint and/or
- 3) Order the Executive Director to informally mediate the complaint with the Chief of Police in an attempt to resolve the matter.