



# INDEPENDENT POLICE REVIEW

## WHAT WE DO

- We receive complaints and commendations about Portland Police Bureau officers from the community
- We conduct administrative investigations of Bureau officers accused of misconduct and interview officers
- We issue reports about complaints and investigations, and recommend policy changes to improve policing
- Respond to the scene of officer-involved shootings and in-custody deaths, and participate in the investigation
- We coordinate appeals filed by community members who are not satisfied with the outcome of administrative investigations

## WHAT WE DON'T DO

- We don't intervene with ongoing criminal and civil investigations or actions of the court
- We don't make payments to complainants for damages or losses of personal property
- We don't handle complaints against employees of any agency other than the Portland Police Bureau



## MAKING A COMPLAINT

Complaint forms are available at City Hall, any Portland Police precinct and many community-based organizations around the city. There are many ways you can submit a complaint:

- Online at [www.portlandoregon.gov/ipr](http://www.portlandoregon.gov/ipr)
- In person at City Hall
- By phone at (503) 823-0146
- By mail or email at [IPR@portlandoregon.gov](mailto:IPR@portlandoregon.gov)

Complaints will be assigned to an investigator. We can use your description of an incident to help identify officers if you don't have a name or badge number.

Investigators may also ask for details you remember, your primary concerns about the incident, and what you would like to see come out of the process.

The investigator then identifies the officer(s) involved, interviews any other community witnesses, and locates records of the incident. Once the investigation is complete, we choose one of several ways to handle the complaint:

- Request additional investigation
- Close the complaint
- Arrange mediation, if both the community member and officer agree to it

## WE HEAR YOU

We keep a record of every complaint in our IPR database, even if an individual complaint is closed or allegations of misconduct are not confirmed. This data is available through our online dashboards, and we use it to inform recommendations we make to the Bureau.

The City of Portland ensures meaningful access to City programs, services, and activities to comply with Civil Rights Title VI and ADA Title II laws and reasonably provides: translation, interpretation, modifications, accommodations, alternative formats, auxiliary aids and services. To request these services, contact 503-823-4078, City TTY 503-823-6868, or Relay Service: 711.



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CITY AUDITOR  
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