How Complaints Are Resolved

Mediation

Mediation levels the playing field between civilians and police officers. It puts you and the officer together, in a safe, quiet and private space, to talk confidentially about what happened. A trained and impartial professional mediator, not affiliated with the CCRB or the Police Department, guides a discussion that gives you the chance to tell the officer how his or her conduct affected you. You also have a chance to hear the officer's explanation for what he or she did. Over 90% of CCRB mediations are successful.

Investigation

Having your case investigated is the alternative to mediation. An investigation can take many months to complete and during this time your cooperation is vital. Besides the in-person statement, you may need to come back to look at photos of officers.

A CCRB investigator gathers all possible evidence, including statements from witnesses and officers. When the investigation is completed, a panel of three members from the Board of the CCRB, not the investigator, decides on a finding about what happened. Sometimes the investigation ends with a finding of misconduct, and sometimes it does not.

Discipline

When the CCRB finds that an officer committed misconduct, it sends the case to the Police Commissioner, who has the sole authority to impose discipline.

NYC Civilian Complaint Review Board

1-800-341-2272 or 311

TTY/TDD: 1-212-504-4115

40 Rector Street, 2nd floor

New York, NY 10006

www.nyc.gov/ccrb

Free interpretation services available

What can **you** do

if you think you've experienced

or witnessed **police misconduct?**

File a Complaint with the

NYC Civilian Complaint Review Board (CCRB)

1-800-341-2272

CCRB investigates and mediates complaints from the public about misconduct by NYPD officers.

We are independent and impartial. We are NOT a part of the Police Department.

The CCRB handles four types of complaints:

1. Excessive or Unnecessary Force.
2. Abuse of Authority – for example: an improper search of a person, stop, question, frisk, strip search, vehicle stop and search, and refusal to provide name and shield number.
3. Discourtesy – for example cursing at someone or using foul language.
4. Offensive Language – slurs about a person's race, ethnicity, religion, sex, sexual orientation or physical disability.

What happens after you file a complaint with the CCRB?

You will be asked to come to our office in Manhattan so that an investigator can take a formal statement from you about what happened. The CCRB cannot begin to resolve your complaint without this statement.

Should you file a complaint even if you don't know the name and/or badge number of the officer?

Yes. CCRB investigators are able to identify accused officers in approximately 90% of complaints, but need your help to do so. During an encounter with a police officer, get as many identifying details as possible, including the officer's physical appearance.

Whatever way you file a complaint, please give a current phone number, email or regular mail address so that we can contact you to schedule an in-person statement.

How to file a complaint about police misconduct

Call our HOTLINE
1-800-341-2272

Monday – Friday, 8AM – 5PM
You will speak directly to an investigator.

After 5 PM or on weekends, you can leave your complaint on voicemail.

Other Ways To File a Complaint:

Write to CCRB:
40 Rector Street, 2nd Floor, New York, NY 10006

Online at:
www.nyc.gov/ccrb

In person at our office:
Anytime between 8 AM to 5 PM
No appointment is necessary.

By Phone:
Call 311, Anytime 24/7
Outside NYC: 1 - 212 - 639 - 9675
TTY/TDD: 1 - 212 - 504 - 4115

Go to:
Any police station house...
File there, or pick up a complaint form, fill it out at home and mail it to the CCRB.