

## MEDIATION

Mediation is an efficient and effective alternative dispute resolution process that OPC selects for some of the complaints filed with the agency. At any point in the process, OPC may refer a complaint to mediation.

The process involves a confidential, face-to-face meeting between the complainant and the subject officer that is guided by a neutral third party who is trained to conduct mediation.

The goal of mediation is for the parties to work together to reach a mutually-agreeable resolution of the complaint, as well as to develop increased understanding between officers and members of the public.

## COMMUNITY OUTREACH

Part of OPC's mission is to increase awareness throughout the District of Columbia about the agency, its purpose, and the process for filing police misconduct complaints against MPD or DCHAPD officers. To help increase awareness, OPC conducts and takes part in a variety of community outreach activities that allow members of the OPC staff to communicate information about the agency.

Please contact OPC if you or your organization is interested in arranging for an OPC speaker to attend an event, or if you wish to obtain informational materials.

### Office Location:

OPC is located on 14th Street, NW, in downtown Washington, DC, at the southwest corner of 14th and I Streets.

### Directions by Metrorail & Metrobus:

OPC's offices are located in the building above the 14th Street exit from the McPherson Square Metro Station. McPherson Square is served by Metro's Blue and Orange lines.

Nearby Metrobus routes include: 54, 80, S2, and X2.

## GOVERNMENT OF THE DISTRICT OF COLUMBIA

### OFFICE OF POLICE COMPLAINTS



**1400 I Street, NW  
Suite 700  
Washington, DC 20005**

**Tel: (202) 727-3838  
Fax: (202) 727-9182  
24-Hour Toll-Free Hotline:  
(866) 588-0569**

**[www.policecomplaints.dc.gov](http://www.policecomplaints.dc.gov)**

The **Office of Police Complaints** (OPC) is an independent District of Columbia Government agency that provides a fair and impartial forum for the review and resolution of police misconduct complaints filed against **Metropolitan Police Department** (MPD) and **D.C. Housing Authority Police Department** (DCHAPD) officers.



## OPC'S AUTHORITY

OPC has the authority to receive, investigate, and resolve police misconduct complaints filed by the public against MPD or DCHAPD officers that allege abuse of misuse of police powers, including:

- Harassment;
- Use of unnecessary or excessive force;
- Use of language or conduct that is insulting, demeaning, or humiliating;
- Discriminatory treatment;
- Retaliation for filing a complaint with OPC; or
- Failure to wear or display required identification or identify oneself by name and badge number when requested to do so by a member of the public.

Complaints should be filed as soon as possible after an incident. A completed, signed complaint form must be received by OPC within 45 days of the date of the incident to allow OPC to investigate. Also, in cases involving injuries, OPC should document and photograph injuries and promptly obtain any medical records.

Individuals may also file a complaint directly with MPD or DCHAPD that alleges any of the misconduct described above or any other issue related to the police.

## HOW TO FILE A COMPLAINT

Complaint forms and informational brochures can be obtained by:

- **Visiting OPC** Monday through Friday, 8:30 am to 5:00 pm at:

1400 I Street, NW, Suite 700  
Washington, DC 20005

- **Calling OPC** at (202) 727-3838
- **Calling OPC's 24-Hour, Toll-Free Hotline** at (866) 588-0569
- **Visiting OPC's website**, [www.policecomplaints.dc.gov](http://www.policecomplaints.dc.gov)
- Visiting any MPD district station

Complaint forms can be submitted:

- In person or by mail to the address above
- By fax to (202) 727-9182
- By dropping forms off at any MPD district station

### PLEASE NOTE:

You do not have to be a resident of the District of Columbia or a citizen of the United States to file a complaint with OPC.

OPC does not inquire about, and is not required to report, any person's immigration status.

## COMPLAINT INFORMATION

Include as much information as possible when filing a complaint, including such things as:

- The day, date, time, and exact location of the incident.
- The name, badge number, and physical description of any officers.
- The name, address, and telephone numbers for any witnesses.
- Car or license plate numbers for any vehicles involved in the incident.
- Any other helpful and relevant evidence, including copies of traffic tickets, police reports, photographs, or medical records.

## COMPLAINT PROCESS

Once a completed, signed complaint form is received, it will be reviewed to determine if OPC has authority to investigate it.

- If so, it will be assigned one of OPC's investigators. OPC may also refer some complaints to mediation.
- If the complaint is investigated, an investigator will interview witnesses, collect documents, and prepare a report summarizing the investigation.
- If the investigation indicates that police misconduct may have occurred, the complaint will be referred to an independent hearing officer, who will issue a written decision.