

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 an unbiased third party mediator who is approved by the Police Complaints Board.

The goal of mediation is for the parties to reach a common understanding between officers and members of the public regarding the incident that led to the complaint.

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 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

Directions by Mass Transit



Metrorail:

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



Metrobus:

Nearby Metrobus routes include: 32, 33, 36, 37, 39, 42, 52, 54, 80, D4, G8, A9, P17, P19, S2, S4, W13, X2, and the Circulator.



Bicycle:

OPC is located within 1½ blocks from the following Capital Bikeshare stations: 13 St & New York Ave, NW; 14th St & New York Ave; 15th St & K St NW; and New York Ave & 15th St NW.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

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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 AUTHORITY

OPC's main function is 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;
- Unnecessary or excessive force;
- Inappropriate language or conduct
- Discrimination;
- Retaliation
- 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 90 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

FILE ONLINE

File a complaint online at www.policecomplaints.dc.gov.

OTHER FILING METHODS

- In person at OPC's office located at 1400 I Street, NW, Suite 700
- Calling 202-727-3838, Monday-Friday, 8:30 a.m. - 5:00 p.m.
- Calling OPC's 24-hour, toll-free hotline at 866-588-0569
- At any Metropolitan Police Department (MPD) district station

You can also visit OPC's website at www.policecomplaints.dc.gov to download a complaint form.

Complaint forms can be submitted:

- By email at dcpolice.complaintsoffice@dc.gov (scan and attach to email)
- Mail to the address above
- By fax to (202) 727-9182
- By dropping forms off at any MPD district station (MPD will forward the complaint to OPC)

COMMUNITY PARTNERS

You can also contact or pick up a complaint form or brochure at one of our Community Partner locations. Visit our website for more information.

Please note that you do not have to be a resident of the District of Columbia or a citizen to file a complaint with OPC. OPC does not inquire about, nor is 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 to an OPC investigator. 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.