



Update on Office of Police Complaints Operating Status during COVID-19 Emergency

What is our operating status?

Along with the rest of District government, our agency remains open. However, we have made changes to how services are being provided.

How does this impact what we do?

- **Filing Complaints** – modified service. We will continue to accept complaints filed online at www.policecomplaints.dc.gov. No in-person complaints will be accepted from March 16-31, 2020.
- **Investigations** – modified service. Case investigations will continue. Interviews will be conducted over the phone. No in-person interviews will take place from March 16-31, 2020.
- **Community Outreach** – suspended. No outreach presentations or events will be conducted between March 16-31, 2020.
- **Public Information** – no changes. We will continue to respond to inquiries from the public and the media.

How does this impact our physical locations?

- **Office of Police Complaints** – closed from March 16-31, 2020. We plan to reopen on April 1, 2020.

What else are we offering to meet your needs?

- **File a Complaint Online** – Access our e-form to file a police complaint by visiting www.policecomplaints.dc.gov.
- **Questions About Services** – Call 202-727-3838 or our toll-free hotline at 1-866-588-0569.

What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-727-3838 or policecomplaints@dc.gov. For more information, please visit coronavirus.dc.gov.