

# 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.

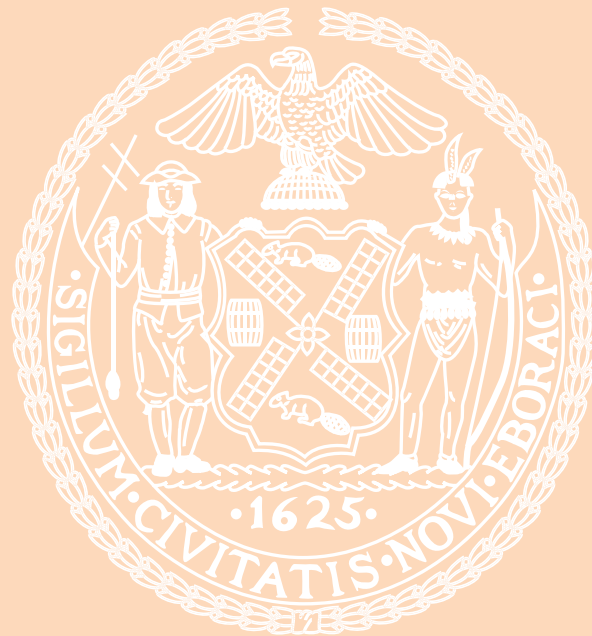
# Investigation

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.



What can  
**you** do

if you think you've  
experienced

or witnessed  
**police  
misconduct?**

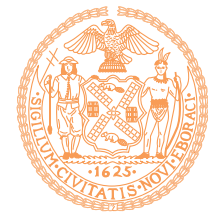
File a Complaint with the  
**NYC Civilian  
Complaint Review  
Board (CCRB)**

**NYC Civilian Complaint Review Board**

1-800-341-2272 or 311

100 Church Street, 10th floor  
New York, NY 10007

[www.nyc.gov/ccrb](http://www.nyc.gov/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 95% 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.

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:

**100 Church Street, 10th Floor,  
New York, NY 10007**

Online at:

**[www.nyc.gov/ccrb](http://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**

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.**