



HOW COMPLAINTS ARE RESOLVED

Investigation

A CCRB investigation is a comprehensive way to gather evidence about an allegation of police misconduct so that the Board ultimately can make a conclusion about what occurred. An investigation can take several months to complete, depending on the incident. Your cooperation, including the process of giving us an in-person statement, is vital.

A CCRB investigator gathers all possible evidence, including statements from witnesses and officers. If a part of the evidence suggests that an officer has said something untruthful during a CCRB investigation, the CCRB's staff also considers that an act of misconduct and will investigate accordingly. When the investigation is complete, a panel of three Board members comes up with a finding regarding what happened. Sometimes the investigation ends with a finding of misconduct, and sometimes it does not.

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 with a trained and impartial mediator to talk confidentially about what happened.

More than 90% of CCRB mediations are successful.

Discipline

When the CCRB finds that an officer committed misconduct, it recommends discipline, which can range from re-training to termination from the NYPD.

In the most serious cases, lawyers from the CCRB's Administrative Prosecution Unit may prosecute the officer involved at trial. At the end of the trial, a judge will render a verdict and may also recommend discipline.

The Police Commissioner has final authority over discipline for members of the Department.

NOT A U.S. CITIZEN?

The CCRB takes complaints regardless of a person's citizenship status and never asks complainants or witnesses about their citizenship status. The CCRB has translation services available in all languages for people with limited English proficiency.



NYC Civilian Complaint Review Board

1-800-341-2272 or 311

100 Church Street
10th Fl.
New York, NY 10007

nyc.gov/ccrb

@CCRB_NYC



WITNESSED OR EXPERIENCED POLICE MISCONDUCT?

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

WHO WE ARE

The CCRB investigates, mediates, and prosecutes officers in relation to complaints from civilians about misconduct by members of the New York City Police Department.

We are independent and impartial.

We are not a part of the NYPD.

We handle various types of allegations of police misconduct. If a member of the NYPD is alleged to have engaged in any of the following behaviors, for example, the CCRB can investigate:

- Excessive or unnecessary force
- Improper search
- Sexual misconduct
- Profanity
- Slurs about a person's race, ethnicity, religion, sex, sexual orientation, or physical disability

LEARN MORE:

- Visit nyc.gov/ccrb.
- Email outreach@ccrb.nyc.gov to request a presentation about the CCRB in your community.
- Attend our monthly Board meetings, where you can share your thoughts about police-community relations.

FREQUENTLY ASKED QUESTIONS

What happens after I file a complaint with the CCRB?

You will be asked to give a formal, in-person statement to a CCRB investigator about what happened. These interviews are conducted in our Manhattan office and at locations in all the boroughs, if traveling to our office is difficult for you.

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

Yes. CCRB investigators are able to identify accused officers in the majority of complaints, but they need your help to do so. During an encounter with a police officer, try to get as many identifying details as possible, including the officer's physical appearance, and note the time, date, and location of the incident.

FILE A COMPLAINT

There are many ways to file a complaint. Choose whatever is most convenient for you. Regardless of how you file a complaint, please provide a current phone number, email address, or mailing address so that we can contact you to schedule an in-person statement.



call us
1-800-341-2272 (CCRB)
or 311



visit us
100 Church Street, 10th Fl.
New York, NY 10007



online at
nyc.gov/ccrbcomplaint

