

HOW COMPLAINTS ARE RESOLVED

Investigation

A CCRB investigation is a comprehensive way to gather evidence about allegations of police misconduct so that the Board can make a conclusion about what occurred. The CCRB investigator gathers as much evidence as possible, including obtaining video evidence and statements from witnesses and officers.

An investigation can take several months to complete. Your cooperation, which will involve answering questions and giving a complete statement about the incident, is vital. When the investigation is complete, a panel of Board members makes a factual determination. Sometimes the investigation ends with a finding of misconduct, and sometimes it does not.

Discipline

When the Board 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, the CCRB's Administrative Prosecution Unit may prosecute the officer involved at an administrative trial. After the trial, a judge renders a verdict and may recommend discipline.

The Police Commissioner makes the final determination on officer discipline.

Mediation

Mediation provides an opportunity for civilians and police officers to meet in a safe, quiet, and private space with a trained and impartial mediator to talk confidentially about what happened.

CIVILIAN ASSISTANCE UNIT

The CCRB's Civilian Assistance Unit (CAU) is staffed with licensed social workers and victim advocates. The CAU connects individuals with needed social and psychological support services, such as mental health services, food assistance, legal assistance, getting help with health insurance, and more.

If a civilian has an active case with the CCRB and is interested in CAU services, a referral will be made to the unit.

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 provides translation services in all languages.



NYC Civilian Complaint Review Board

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

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

nyc.gov/ccrbcomplaint

Facebook: <https://www.facebook.com/CCRB.NYC/>

Twitter/Instagram @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, prosecutes, and recommends discipline for civilian complaints of misconduct by members of the New York City Police Department.

- We are independent and impartial.
- We are not a part of the NYPD.

JURISDICTION

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

- Excessive or unnecessary force
- Improper stop, search, or entry into home
- Sexual misconduct
- Profanity
- Slurs about a person's race, ethnicity, religion, sex, sexual orientation, or physical disability.
- Untruthful statements made to the CCRB or in official records.
- Officers taking law enforcement action against or refusing to assist civilians because of their actual or perceived race, ethnicity, national origin, color, religion, age, immigration or citizenship status, gender / gender identity, sexual orientation, disability, and/or housing status.

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, complete statement about what happened to an investigator. These interviews are conducted in our Manhattan office or at locations in all five 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 usually able to identify the officers, 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.

Can I file a complaint anonymously?

Yes. You can file anonymously or on behalf of someone else.

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 appointment with an investigator to provide a complete statement.



call us

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or 311



visit us

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online at

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