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FOR IMMEDIATE RELEASE

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**CIVILIAN COMPLAINT REVIEW BOARD ANNOUNCES A
TRANSPARENCY INNOVATION: A COMPLAINT STATUS LOOKUP
FOR CIVILIANS TO TRACK PROGRESS OF THEIR CASES**

The NYC Civilian Complaint Review Board (CCRB) announced the launch of a new web application, initially proposed by Board Chair Richard Emery, to make the complaint process more transparent.

The web feature, "Complaint Status Lookup," empowers New Yorkers for the first time to track the status of their CCRB complaints as they proceed through the investigative process. The "Lookup" application, accessed through any page on the CCRB website, enables a civilian or police officer to enter a CCRB complaint number and view the dates that different key steps are taken in the investigation, for example interviews conducted, documents requested, review by supervision and the date the case is closed. "Complaint Status Lookup" does not identify civilians or officers, only the precinct of occurrence, incident date and date of the complaint.

"Complaint Status Lookup" goes live on CCRB's website today at 2pm. It was developed by the Department of Information Technology and Telecommunications (DoITT) in collaboration with the CCRB's Management Information Systems Team. It can be accessed by the link in the Quick Links box on nearly every page or through the left navigation under **News, Reports & Statistics**: www.nyc.gov/ccrb.

"This web application is just the beginning of a new CCRB that is more transparent and more nimble, with investigation times dramatically reduced and Board findings explained to civilians and officers," said Chair Emery. "On behalf of the entire Board, I thank Commissioner Anne Roest and her staff at DoITT for making the "Complaint Status Lookup" web application come to life."

"DoITT is pleased to partner with the CCRB to help illuminate the civilian complaint process," said DoITT Commissioner Anne M. Roest. "Technology makes government work better for the people it serves – especially when facilitating public engagement and I congratulate Chair Emery and his team on this great initiative."

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