

Complaint Process At-A-Glance



OFFICE OF POLICE CONDUCT REVIEW

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CITY OF MINNEAPOLIS OFFICE OF POLICE CONDUCT REVIEW



POLICE CONDUCT COMPLAINT PROCESS

The Office of Police Conduct Review (OPCR) is a neutral agency that investigates allegations of police misconduct.

Filing a Complaint

You may file a complaint online, at your local precinct, or in person. Complaints must be filed with the Office of Police Conduct Review (OPCR) within 270 days (9 months) of the date of the alleged police misconduct.

The OPCR investigates misconduct including but not limited to the following:

- Use of Excessive Force
- Harassment
- Discrimination
- Theft
- Inappropriate Language/Attitude
- Failure to Provide Adequate or Timely Police Protection
- Retaliation
- Any violations of the Minneapolis Police Policy and Procedure Manual

Why You Should File

Officer Accountability — Filing a complaint can result in the discipline of an officer who commits misconduct and can alert police management of potentially abusive officers who engage in unauthorized or unlawful behavior.

Citizen Empowerment — Filing gives citizens an opportunity to participate in community policing and address barriers to effective police/community relations.

Civic Responsibility — Filing may prevent others from having similar experiences.

OPCR Complaint Process

Intake and Complaint Filing

To file a complaint, you will be asked to provide, in writing, as many relevant details as possible. This may include names, dates, times, locations, officer badge numbers, descriptions of officers, and a detailed sequence of events. You must sign the complaint. The signing and receipt of the complaint begins the initial OPCR investigation process.

Supervisor Review

Once the OPCR has the signed complaint, the allegations are evaluated by supervisors. They may recommend mandatory mediation, investigation, or dismissal. Allegations of misconduct such as inappropriate language or attitude may be sent to precinct supervisors for action, at the discretion of OPCR supervisors.

Mediation

If your complaint is referred to mediation, both the complainant and the officer will receive a request to participate. Trained mediators will assist both parties in a neutral fashion to reach a mutually acceptable resolution. Mediators are not involved with the OPCR, the Civil Rights Department, the Police Department or any other city department. If the mediation is not successful, the complaint will be returned to supervisors for further review.

Investigation & Recommendation

A civilian or sworn officer may be assigned to investigate allegations of police misconduct. This may include taking recorded statements from witnesses, officers and complainants, and gathering any other relevant evidence for the review panel. Investigative reports are forwarded to a review panel to make recommendations on the merits of the complaint to the chief of police.

Outcome

As there are a variety of options for completing a case, not all complainants will be notified of their complaint's final outcome. However, they will be provided with updates throughout the process. When the Police Conduct Review Panel issues a recommendation to the chief that the complaint has no merit, the complainant will be notified and will have 15 days to appeal the decision. The final disciplinary decision by the police chief is public subject to the Minnesota Government Data Practice Act.