



Policy 306

Subject	
COMPLAINT INTAKE PROCESS	
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By Order of the Police Commissioner

POLICY

It is the policy of the Baltimore Police Department (BPD) to openly and readily receive all Complaints of Misconduct reported by civilians and BPD members through several different avenues, to properly classify Allegations, to monitor the status of all Complaints, and to fully, fairly, and effectively investigate these Complaints. Where such a Complaint is sustained against any BPD member, whether sworn or civilian, the member will be held accountable for their actions via a fair, objective, and consistent system that complies with due process.

CORE PRINCIPLES

Trust and Respect. In order to achieve Constitutional, accountable, effective, and respectful policing, the BPD recognizes that there must be trust between the police and those they serve. The Public Integrity Bureau (PIB) serves to ensure that BPD's members abide by the spirit and letter of the laws and policies governing their actions. It is paramount that the police treat all persons with respect, fairness and dignity.

Accountability. BPD openly and readily receives all Complaints reported by civilians and BPD members and fully, fairly, and effectively investigates these Complaints. Where such a Complaint is sustained against any BPD member, whether sworn or civilian, the member will be held accountable for their actions via a fair, objective, and consistent system that complies with due process.

Intake. As part of its commitment to the public, the BPD maintains a robust and transparent Complaint intake system and offers various avenues to make a Complaint. A Complaint can be made in writing using the Unified Complaint Form (Appendix A), online, by phone, through a third party, or in person at any BPD facility. A Complaint can be made anonymously, and anonymous Complaints will be investigated as fully, fairly, and effectively as all other Complaints. BPD shall receive and investigate Complaints in a nondiscriminatory manner, in accordance with Policy 317, *Fair and Impartial Policing*.

Classification. All Complaints will be properly classified, based solely on the nature of the Allegations and the facts alleged, to ensure proper oversight of Complaints against BPD members. All Complaints shall be classified per the protocol outlined in the PIB Internal Operations and Training Manual.

Tracking. The BPD will track and monitor the status of all Complaints, to include Complaints filed with the Civilian Review Board (CRB), to ensure a thorough, timely investigative and decision-making process, and to ensure that PIB can report to the public on its activities.

Confidentiality. PIB records are confidential and all information disclosed to PIB is confidential. Information disclosed to PIB will be used for the sole purpose of determining disciplinary actions and training. Nevertheless, any accused BPD member has the legal right to review their case file, (*MPIA - Md. Code. Gen. Prov. Section 4-311(b)(1)*) which would include the Complainant's name unless that

person chose to remain anonymous. Additionally, Complaints that are under the CRB's jurisdiction will be shared with the CRB.

DEFINITIONS

Allegation – Any assertion of wrongdoing against a member of BPD, whether by a member of the public or a member of the BPD.

BlueTeam – An incident logging and tracking program used by BPD to document a variety of police incidents (e.g., Complaints, uses of force, etc.) and link them to the IAPro case management system used by PIB (see below).

Civilian Review Board (CRB) – The CRB is a permanent, statutory agency in Baltimore City established in 1999 by *Public Local Law § 16-41 et seq.* The CRB processes, investigates, and evaluates Complaints lodged by members of the public against police officers, including sworn BPD members, alleging abusive language, false arrest, false imprisonment, harassment, or excessive force. For every Complaint falling within its jurisdiction, CRB must review PIB's investigation into the Complaint and may investigate, simultaneously with PIB, each Complaint it deems appropriate. The CRB also may review the policies of each law enforcement agency within its jurisdiction.

Complainant – Any person who makes a Complaint of Misconduct or makes a Service Complaint. A Complainant need not be the victim of, or a witness to the complained-of conduct.

Complaint – Any Allegation of Misconduct committed by any BPD employee that is reported by any person, whether a member of the public (external) or a BPD employee (internal).

Complaint Card – A card containing information, in both English and Spanish, about how to file a Misconduct Complaint with either BPD or CRB in person, online, or by mail, email, or phone.

IAPro – A case management system used by PIB to track, document and store case information for police Complaints, discipline, and statistics purposes.

Intake Member – BPD member assigned to PIB who is responsible for receiving Complaints – whether by phone, email, in-person, or by reviewing BlueTeam for supervisor entries.

Misconduct – Action, inaction, and/or failure to act committed by any member of BPD, civilian or sworn, that violates BPD policy, or the law, including but not limited to criminal acts, applicable civil laws, administrative rules, or regulations.

Public Integrity Bureau (PIB) – As the investigatory body of the BPD, PIB receives and reviews Misconduct Complaints or Allegations against BPD members and investigates all alleged Misconduct, policy violations and criminal violations, except for those referred for exclusive investigation by a qualified outside law enforcement agency or qualified outside investigators. PIB coordinates with the CRB on all Complaints within CRB jurisdiction.

Service Complaint – A Complaint about a police service (e.g., arrival times, applications of BPD policies) that does not allege member Misconduct.

Unified Complaint Form – A form that members of the public may use to report Misconduct by BPD employees to the Public Integrity Bureau or the Civilian Review Board. BPD members will accept Complaint forms at any BPD facility, or in person at any time. See Appendix A.

DIRECTIVES

1. All Complaints received about BPD member Misconduct – including Allegations against sworn and civilian members – shall be accepted and investigated, whether submitted by a member of the public or a BPD employee; whether submitted verbally or in writing, in person, by phone or online; whether submitted by a Complainant, someone acting on their behalf, or anonymously; and even if the Complainant is unable to identify the member's name or badge number. "BPD member" includes each BPD employee regardless of assignment and includes BPD members who are assigned to a task force.
2. All Complaints, whether internal or external, shall be documented by the BPD in writing, and electronically stored.
3. Any Complaint made by a BPD member will be accepted, classified and investigated in the same way as a Complaint made by a member of the public, unless otherwise provided by law or BPD policy. Complaints initiated by BPD members that exclusively concern internal employment matters or otherwise do not involve a BPD member interacting with the public in a law enforcement capacity will not be forwarded to the CRB. Such Complaints will still be fully investigated by PIB and reported out to the public in PIB's quarterly Misconduct report.

Receiving Complaints

4. All Complaints will be courteously accepted by any BPD member. Persons may make Complaints in multiple ways, including in-person at any BPD building or by making the Complaint directly to a BPD supervisor, by phone, through a 24-hour hotline, online, by email, or through a third party. Complaints may be made anonymously, and anonymous Complaints will be investigated as fully, fairly, and effectively as Complaints in which the Complainant party provides a name. Additionally, any person making a Complaint alleging CRB-eligible Misconduct shall be informed that they can make a Complaint directly with the CRB as well, and the Complainant shall be provided the Unified Complaint Form or the Complaint Card, which contains the CRB's contact information.

Complaint Forms and Explanation of the Complaint Process

5. Unified Complaint Form (Appendix A)
 - 5.1. On a quarterly basis, BPD, via its Consent Decree Implementation Unit, will ensure that the Unified Complaint Form be made widely available at public buildings and locations throughout the City, including at all publicly accessible BPD buildings, at other City offices, at community-based organizations and at libraries. On a quarterly basis, BPD will also supply copies of the form to community groups to provide to their members.
 - 5.2. Members of the public can obtain forms in-person at PIB, any BPD district, the Office of Civil Rights, or from a supervisor in the field, as specified in the Required Action for

Supervisors below. In addition, all other BPD members are required to provide either a copy of the form or a Complaint Card upon request

- 5.3. Anyone can use the Unified Complaint Form to make a Complaint against a BPD member.
6. The Complaint flyer and PIB-CRB Brochure are available on BPD's website. Additionally, BPD, via its Consent Decree Implementation Unit, will ensure these materials are distributed online, as well as quarterly to community groups and public locations to provide the public with information about the Complaint, investigation and disciplinary procedures.
7. The Complaint Card (see Appendix C) contains information about how to file a complaint via phone, email, website, or in person, to both PIB and CRB. It contains this information in Spanish on one side and in English on the other.

Telephone Complaints

8. A Complaint can be made by calling 911, 311, PIB (410-396-2300), a BPD district station, or the dedicated 24-hour hotline (1-833-288-7245).
9. Information about BPD's free, 24-hour hotline for the public to make Complaints is clearly displayed on the BPD website and on other BPD printed materials.

Online Complaints

10. Complaints can be made online or by email through the following avenues:
 - 10.1 Baltimore Police Department (www.baltimorepolice.org/citizen-Complaint-form)
 - 10.2 CRB's website (<https://civilrights.baltimorecity.gov/civilian-review-board/file>)
 - 10.3 Via email to Complaints@baltimorepolice.org

Required Actions for Members

11. All Complaints received about BPD member Misconduct shall be accepted.
12. During all interactions with a person wishing to make a Complaint, members shall ensure their body-worn camera is activated for the entirety of the exchange. If the Complainant does not wish to be recorded, the member shall memorialize that the person requests the deactivation of the BWC prior to deactivating their BWC. See Policy 824, *Body-Worn Camera*.

NOTE: Members shall accept every Complaint, even if the Complainant refuses to be recorded. The member taking the Complaint shall not require the person to provide any information – including personal identifying information – which the person does not wish to provide.

NOTE: The fact that a Complainant does not speak, read or write English, or is deaf or hard of hearing, shall not be grounds to decline to accept or investigate a Complaint. When interacting with a person who does not speak English, the member must use the Language Line (1-844-898-7554) or call for a Qualified Bilingual Member (see Policy 1735, *Language Access*)

Services for Limited English Proficient Persons). The member shall refer to Policy 1103, *Communicating with Individuals Who Are Deaf and Hard of Hearing*, when serving deaf or hard of hearing persons.

13. All BPD sworn members shall carry Unified Complaint Forms and/or Complaint Cards in their BPD vehicles, and shall provide forms and/or cards to persons upon request.
14. All BPD sworn members shall provide their name and badge number in writing upon request to any person.
15. If a person indicates they would like to make a Complaint while on the scene of an incident, the member shall promptly inform their supervisor and ask how long it will take the supervisor to respond to the scene. If the person is willing to wait, the supervisor shall report to the scene with copies of the Unified Complaint Form, to assist the person in filing a Complaint.
 - 15.1. If the person does not want to wait, the member shall provide the Complainant with a Unified Complaint Form or a Complaint Card and information about how to submit a Complaint, which is also detailed on the back of the Unified Complaint Form.

NOTE: A member is not required to delay taking law enforcement action while they wait for the supervisor to arrive, including, where appropriate, issuing a citation, or making an arrest. However, as noted below, members may not take such action in retaliation for learning a person wishes to make a Complaint (e.g., officer intending to issue warning to motorist for minor violation changes mind and issues citation upon hearing motorist accuse him of racial profiling. (See #22 below).

16. If a person arrives at a BPD building and indicates they would like to make a Complaint, the member must call a supervisor to speak with the Complainant and provide the Complainant with a Unified Complaint Form.
17. Any BPD member that receives a Unified Complaint Form in-person must accept the form, give the Complainant the bottom copy of the form (with CAD number - see below) upon receipt, and forward the original form immediately to their supervisor.
 - 17.1. Every completed Unified Complaint Form received by a member must be accompanied by a full, 9-digit CAD number. If the Complaint is received as an on-view incident, contact the Communications Section by way of radio whenever possible and request to be held out on a Supervisor's Complaint. If the Complaint is received as a result of an open call for service, ensure that the Complaint is recorded as a separate incident of a Supervisor's Complaint (20S) in CAD and assigned to the responding supervisor as the primary unit. The member must write the **full, 9-digit CAD number** onto the Unified Complaint Form prior to giving the Complainant their copy. Members of the public may use the CAD# as a reference number when inquiring about the status of their Complaint.
18. If a member observes or becomes aware of any potential act of Misconduct by a BPD member against a member of the public, that member SHALL report the incident to a supervisor or to PIB for appropriate documentation and investigation (see Policy 302, *Rules and Regulations* and Policy 1729, *Anti-Retaliation*).

- 18.1. Allegations of Misconduct must be reported regardless the relationship between members. Failure to report an Allegation of Misconduct will be considered Misconduct and will subject the member to discipline and/or appropriate corrective action based on the seriousness of the conduct.
- 18.2. BPD members are required to provide truthful and materially complete information and are required to give interviews as requested by detectives. False statements and material omissions can result in discipline, up to termination.
19. When contacted by a person to inquire about the status of their Complaint investigation, the member shall promptly refer the person to PIB.

Prohibited Actions for Members

20. Members shall not interfere with, hinder, obstruct, or unnecessarily delay to dissuade a person from making a Complaint.

NOTE: The refusal to accept a Complaint, discouraging the making of a Complaint, informing a person about potential criminal consequences for filing a false Complaint, or providing false or misleading information about a Complaint's contents or filing date, shall be grounds for discipline, up to and including termination.

21. Under no circumstance shall any BPD member direct Complainants to PIB or another location to make a Complaint instead of providing the Complainant with a Complaint form or Complaint Card.
22. All forms of retaliation, interference, intimidation, coercion, or adverse action against any person because that person indicates they would like to make a Complaint, reports Misconduct, attempts to make or makes a Misconduct Complaint, or cooperates with an investigation, are **strictly prohibited** and shall result in discipline, demotion, and/or appropriate corrective action based on the seriousness of the conduct, in addition to any potential legal consequences for criminal acts. Actions which would be considered retaliatory can take many forms, including but not limited to:
 - 22.1. Threats or harassment of the individual making the Complaint, their family members, neighbors or associates, including, but not limited to, increased surveillance, unwarranted callbacks, or jeopardizing employment or personal safety.
 - 22.2. The malicious filing of a criminal or civil action.
 - 22.3. Any adverse action against any person involved in a Complaint. For purposes of this policy, "adverse action" means any action that would dissuade a reasonable person from making a Complaint or cooperating with the subsequent investigation.
 - 22.4. Decisions affecting an employee's hiring, promotion, or assignment.

Required Actions for Supervisors

23. If a person desires to make a Complaint against a member, whether at the scene of an event or in person at a police facility, the supervisor must activate their BWC and keep it activated for the

entirety of the exchange. If the Complainant does not wish to be recorded, the supervisor shall memorialize that the person requests the deactivation of the BWC prior to deactivating their BWC. See Policy 824, *Body-Worn Camera*.

NOTE: Supervisors shall accept every Complaint, even if the Complainant refuses to be recorded. The supervisor taking the Complaint shall not require the person to provide any information – including personal identifying information – which the person does not wish to provide.

- 23.1. The supervisor shall provide the Complainant an opportunity to speak about the incident, including whether individuals require medical attention and/or crisis services. The supervisor shall also identify any witnesses on scene and ensure that any physical evidence is secured and collected per proper protocol (see Policy 1401, *Control of Property and Evidence*) to avoid loss or destruction.
 - 23.2. If taking the statement at a BPD facility, the supervisor should conduct a preliminary investigation, which may include locating a crime scene, witnesses, perishable evidence, etc.
 - 23.3. If a person wishes to make a Complaint that implicates the supervisor, the supervisor or another member should call an uninvolved supervisor to take the Complaint.
24. If, due to the apparent circumstances of the Misconduct, the Misconduct is such that a reasonable and trained supervisor or Misconduct investigator would conclude could result in criminal charges, the supervisor shall immediately contact the PIB duty supervisor. This shall include incidents involving assault, DUI/DWI, domestic incidents or cases where a member is arrested or detained. **The supervisor shall not, under these circumstances, compel a statement from the subject member(s) without prior authorization from PIB.**
25. If, due to the apparent circumstances of the Misconduct, the Misconduct has the potential to result in an adverse community reaction associated with a breach of the peace, property destruction, or assemblies that may impede the flow of traffic, the supervisor shall immediately contact the PIB duty supervisor.
- 25.1. If the supervisor taking the Complaint has any doubts about whether to call the PIB duty supervisor, they should call the PIB duty supervisor.
 - 25.2. If the incident involves a Level 3 Use of Force, the on-scene supervisor will immediately contact Communications for notification to the Special Investigation Response Team (SIRT).

NOTE: On-scene supervisor contacting PIB will provide the PIB duty supervisor with the details of the incident. The PIB duty supervisor will determine, based on the specific facts, whether or not to respond to the scene. If the PIB supervisor determines that they will not respond to the scene, the PIB supervisor will document the decision in the file. For all Level 3 uses of force, SIRT will respond to the scene (see Policy 725, *Use of Force Reporting, Review and Assessment*).

26. The supervisor shall also ensure that the Complainant fills out the Unified Complaint Form. If sections are left incomplete, the supervisor may ask the person if they would like to fill out that information, but shall not require any more information than what the Complainant willfully provides.

- 26.1. If the person refuses to fill out the form or cannot complete the form, the supervisor shall use the Unified Complaint Form as their guide to ask the Complainant for information, and shall fill out the Unified Complaint Form with as much information as the Complainant has provided orally.
- 26.2. The supervisor must write on the form in the narrative section that the Complainant refused to fill out the form or could not complete the form, and that the supervisor completed the form based on the Complainant's oral report.
27. The supervisor shall request to be placed on an on-view Supervisor's Complaint and request a full, 9 digit CAD number, and will write the **full, 9-digit CAD number** on the form. The supervisor shall give the Complainant a copy of the form prior to the person's departure.
28. Before the end of the supervisor's tour of duty, the supervisor must enter the information provided by the Complainant into BlueTeam, and must scan and attach the Complaint form to the BlueTeam entry. The supervisor will make note of the actions they took in response to the Complaint into BlueTeam directly, including any other information they received while receiving the Complaint. In addition, the supervisor will note any time-sensitive issues regarding the preservation of evidence (e.g., preserving third party security video to avoid inadvertent erasure or disposal).
29. The supervisor shall ensure the original Unified Complaint Form is forwarded to PIB by the end of the next business day.

Communications Supervisor

30. The Communications Shift Commander is responsible for answering the 24-hour Complaint hotline.
31. If the Complainant makes a request for a supervisor to respond to their location, a call will be generated entitled "Supervisor Complaint" and a patrol supervisor will be dispatched;
32. If a caller wants to make a Complaint but does not want to or cannot speak to a supervisor in person, the Communications Shift Commander will use the Unified Complaint Form as their guide to ask the Complainant for as much information as the Complainant wishes to share.
 - 32.1. If there is information that the Complainant does not wish to share, the Communications Shift Commander shall not require any more information than what the Complainant willfully provides.
 - 32.2. The Communications Shift Commander may fill out the Unified Complaint Form as the information is collected.
33. The Communications Shift Commander will generate a full, 9-digit CAD number, will provide the 9-digit CAD number to the caller, and will record the 9-digit CAD number in the BlueTeam entry for the Complaint.

34. Before the end of their tour of duty, the Communications Shift Commander will enter the Complaint information directly into BlueTeam and will scan and attach the Unified Complaint Form, if completed, to the BlueTeam entry.
- 34.1. Any email or text messages provided by the Complainant shall be uploaded and included in the BlueTeam entry with the Unified Form Complaint. For text messages, a screen shot should be taken and saved to provide a downloadable document.
35. The Communications Shift Commander shall ensure any original Unified Complaint Form completed is forwarded to PIB by the end of the next business day.

Public Integrity Bureau Requirements

36. PIB shall follow the detailed procedures for Complaint intake, classification and assignment as outlined in PIB's Internal Operations and Training Manual for all Complaints received.

Commander, Education & Training

37. Ensures that all supervisors receive in-service training annually on their obligations when called to the scene by a subordinate to accept a civilian Complaint about the subordinate's conduct.

APPENDICES

- A. Unified Complaint Form
- B. Complaint Flyer
- C. Complaint Card

ASSOCIATED POLICIES

- Policy 104, *Incident Reporting*
- Policy 302, *Rules and Regulations*
- Policy 304, *Suspension Procedures*
- Policy 307, *Civilian Review Board Complaint Procedures*
- Policy 308, *General Disciplinary Process*
- Policy 310, *Disciplinary/Failure to Appear and Traffic Matrix*
- Policy 317, *Fair and Impartial Policing*
- Policy 724, *Performance Review Board*
- Policy 725, *Use of Force Reporting, Review and Assessment*
- Policy 824, *Body-Worn Camera*
- Policy 1103, *Communicating with Individuals Who Are Deaf and Hard of Hearing*
- Policy 1401, *Control of Property and Evidence*
- Policy 1701, *Equal Employment Opportunity and Diversity*
- Policy 1729, *Anti-Retaliation*
- Policy 1735, *Language Access Services for Limited English Proficient Persons*

COMMUNICATION OF POLICY

This policy is effective on the date listed herein. Each employee is responsible for complying with the contents of this policy.

APPENDIX A

Unified Complaint Form – Page 1

Police Complaint Form



Please fill out this form to the best of your ability. **Print clearly.**

All complaints will be fully investigated by BPD’s Internal Affairs (IA). The Civilian Review Board (CRB) will review all IA investigations of CRB eligible complaints. CRB may authorize an independent investigation. Complaints will be investigated by BPD if they are signed or unsigned by the person making the complaint. Questions? Contact either:

CRB: 410-396-3151 / civilrights@baltimorecity.gov **IA:** 410-396-2300 / complaints@baltimorepolice.org

Do you need an interpreter? Yes No If yes, which language? _____ ¿Necesita usted un intérprete de español? Sí No

I. TELL US ABOUT THE PERSON COMPLETING THIS FORM					
1. Name (First, Middle Initial, Last)	2. Home Address	3. Date of Birth	4. Age	5. Race/Ethnicity	6. Disability? <input type="checkbox"/> Yes <input type="checkbox"/> No
<small><input type="checkbox"/> Anonymous/I do not want to share personal info.</small>					
7. Gender/Gender Identity	8. Contact Number	9. Other Contact Number		10. Email Address	
11. Location of Incident		12. Incident Date	13. Incident Time	14. Was there an arrest? <input type="checkbox"/> Yes <input type="checkbox"/> No	
15. Was a ticket or summons issued? <input type="checkbox"/> Yes <input type="checkbox"/> No	16. Ticket/Summons/Case #	17. Was there an injury? <input type="checkbox"/> Yes <input type="checkbox"/> No <small>If yes, describe the injury and any medical care received in your statement on Page 2.</small>			

II. TELL US ABOUT THE VICTIM (If different from person completing this form)					
18. Victim’s Name (First, MI, Last)	19. Home Address	20. Date of Birth	21. Age	22. Race/Ethnicity	23. Disability? <input type="checkbox"/> Yes <input type="checkbox"/> No
<small><input type="checkbox"/> Person named above is the victim. Go to Section III.</small>					
24. Gender/Gender Identity	25. Contact Number	26. Other Contact Number		27. Email Address	

III. TELL US ABOUT THE OFFICER (To the best of your knowledge)		
28. Officer’s Name (First, MI, Last)	29. Assignment/Police District	30. Badge # and/or Sequence #
31. Description of the Officer or additional details (For more space, continue in your statement on Page 2)		

** If multiple officers involved, please provide information in your statement.

IV. TELL US ABOUT ANY WITNESSES (If more than one, provide additional information in your statement)		
32. Witness’s Name (First, MI, Last)	33. Home Address (if known)	34. Contact Number
35. Other Contact Number	36. Email Address	

V. SIGNATURE OF THE PERSON COMPLETING THIS FORM
<small>I understand that this statement will be submitted to the Baltimore Police Department/Civilian Review Board and will be the basis for an investigation. The facts contained in my statement are true to the best of my knowledge and belief. In addition, I declare and affirm that my statement has been made by me voluntarily and without persuasion, coercion, or promise of any kind.</small>
Print Name: _____ Signature: _____ Date: _____

TO BE COMPLETED BY BPD OR CRB PERSONNEL			
37. BPD Member Who Received This Form	CAD#	A#	CRB#
38. Seq. #	39. Date Complaint Received		40. Time Complaint Received
41. CRB Member Who Received This Form (if applicable)	42. Date Complaint Received		43. Time Complaint Received

Ensure the next page (STATEMENT) is completed and remains with this form.

APPENDIX A**Unified Complaint Form – Page 2****SUBMIT A POLICE COMPLAINT THROUGH ANY OF THESE METHODS:**

- To BPD, by giving this form directly to any BPD employee, visiting any BPD location, or
 - Call: 1-833-288-7245 (24-hour hotline) or 410-396-2300 (Internal Affairs)
 - Email: Complaints@baltimorepolice.org
 - Or visit: www.baltimorepolice.org/citizen-complaint-form
 - In person or by mail to:
BPD IA
2524 Kirk Ave
Baltimore, MD 21218

- To the Civilian Review Board, through any of the following ways:
 - Call: 410-396-3151
 - Email: crbintake@baltimorecity.gov
 - Or visit: <https://civilrights.baltimorecity.gov>
 - In person or by mail to:
Civilian Review Board
7 E. Redwood St., 9th Floor
Baltimore, MD 21202

Within 10 days of receiving your complaint, you will be contacted by the agency to which your complaint was submitted (either BPD or CRB). The agency will contact you through the information provided on this form.

If you would like to find out the status of your complaint, you may call IA at 410-396-2300 or, for CRB-eligible complaints, CRB at 410-396-3151 and provide the reference number (CAD#) on this form.

APPENDIX A

Unified Complaint Form – Page 3

Police Complaint Form



STATEMENT

To the best of your ability, please write **what** happened, **when** it happened, **where** it happened, **who** was involved and **how** it happened. What is your primary complaint and what outcome do you want? Please provide as much information as you believe is important and that you think would assist in investigating your situation.

<i>TO BE COMPLETED BY BPD OR CRB PERSONNEL</i>	CAD#	IA#	CRB#
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APPENDIX B**Complaint Flyer**



PUBLIC INTEGRITY BUREAU
DEPARTAMENTO DE INTEGRIDAD PÚBLICA

HOW TO MAKE A POLICE COMPLAINT

CÓMO PRESENTAR UNA QUEJA ANTE LA POLICÍA

BPD's Public Integrity Bureau (PIB) is responsible for investigating allegations of wrongdoing by police officers and civilian employees.

The mission of PIB is to provide members of the public and BPD employees with the opportunity to make confidential complaints without fear of retaliation. PIB is committed to conducting independent internal investigations fairly and consistently and will hold all employees accountable for violations of its policies and applicable laws.

HOW TO FILE A COMPLAINT:

- Online via the BPD website: tinyurl.com/bpdccf
- Email: Complaints@baltimorepolice.org
- 24-Hour Toll-Free Hotline: 1-833-288-7245
- Telephone: 410-396-2300
- In-Person at any district police station
- U.S. Mail

El Departamento de Integridad Pública (PIB) del BPD es responsable de investigar las alegaciones de mala conducta por policías y empleados civiles.

La misión del PIB es proveer miembros del público y empleados del BPD con la oportunidad de hacer quejas confidenciales sin temor de represalias. El PIB está comprometido a llevar a cabo investigaciones internas independientes, justas y consistentes y hará responsable a todos empleados por violaciones de sus reglamentos y las leyes aplicables.

CÓMO PRESENTAR UNA QUEJA:

- Por el sitio de web del Departamento de Policía: tinyurl.com/bpdccf
- Correo electrónico: Complaints@baltimorepolice.org
- Línea directa gratuita las 24 horas: 1-833-288-7245
- Teléfono: 410-396-2300
- En persona en cualquier estación de policía
- Servicio de Correo de Estados Unidos

If you do not wish to file a complaint at a police district, you may file a complaint in-person or by calling any of the following locations:

Si no desea presentar una queja en un centro de policía, puede presentar una queja en persona o por llamar a cualquier de los siguientes lugares:

<p>Public Integrity Bureau Departamento de Integridad Pública</p> <p>2524 Kirk Ave, Baltimore, MD 21218 410-396-2300</p>	<p>Civilian Review Board Junta de Revisión Civil</p> <p>7 E. Redwood St, 9th Fl., Baltimore, MD 21202 410-396-3151</p>
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APPENDIX C**Complaint Card****MAKE A POLICE COMPLAINT IN ANY OF THESE WAYS:****BPD | Civilian Review Board (CRB):**

- Visit: Any BPD building or talk to any BPD employee
- Call: 1-833-288-7245 (24/7) or 410-396-2300 | 410-396-3151
- Email: Complaints@baltimorepolice.org | crbintake@baltimorecity.gov
- Online: tinyurl.com/bpdccf | civilrights.baltimorecity.gov
- In person or by mail to:

BPD, 2524 Kirk Ave, Baltimore, MD 21218

CRB, 7 E. Redwood St., 9th Floor, Baltimore, MD 21202

You will be contacted by BPD or CRB within 10 days of making a complaint.

**PRESENTE UNA QUEJA ANTE LA POLICÍA POR UNO DE ESTOS MODOS:****BPD | Junta De Revision Civil (CRB):**

- Visite: Cualquier sede del BPD o hable con cualquier empleado del BPD
- Llamando al: 1-833-288-7245 (24/7) or 410-396-2300 | 410-396-3151
- Correo Electrónico: Complaints@baltimorepolice.org | crbintake@baltimorecity.gov
- En La Red: tinyurl.com/bpdccf | civilrights.baltimorecity.gov
- En persona o por correo a:

BPD, 2524 Kirk Ave, Baltimore, MD 21218

CRB, 7 E. Redwood St., 9th Floor, Baltimore, MD 21202

BPD o CRB se comunicará con ud. durante los primeros 10 días de su queja.

