

PBP FORM 290  PITTSBURGH BUREAU OF POLICE <i>"...honor, integrity, courage, respect, and compassion."</i>		SUBJECT: "CIVILIAN COMPLAINT FILING PROCEDURE"		ORDER NUMBER: 18-1	
		PLEAC STANDARD: 2.3.1		PAGE 1 OF 2	
REISSUE DATE: 2/28/2017	EFFECTIVE DATE: 04/29/2014	ANNUAL REVIEW DATE: APRIL	RESCINDS: ALL PREVIOUS	AMENDS: ALL PREVIOUS	

1.0 POLICY

1.1 It shall be the policy of the Pittsburgh Bureau of Police (PBP) to have all complaints against PBP personnel investigated, to ensure that a fair examination of the facts takes place, and that a just adjudication occurs based on the finding of the inquiry.

2.0 PURPOSE

2.1 The purpose of this directive is to explain the process by which all complaints against PBP personnel are filed.

3.0 COMPLAINT DEFINED

3.1 A complaint is an allegation of conduct that, if true, would be a violation of the rules and regulations of the PBP, the Laws/Statutes/Codes of the Commonwealth of Pennsylvania or of the United States.

4.0 GENERAL

4.1 The Office of Municipal Investigations (OMI) shall accept any and all complaints made against any member of the Pittsburgh Bureau of Police (PBP), by any person.

4.2 OMI will accept all complaints alleging misconduct by any PBP member. OMI will not, through any exercise of discretion or otherwise, refuse to accept any complaint.

4.3 OMI will initiate an inquiry of any misconduct alleged to have been committed by PBP members regardless of whether OMI is made aware of such allegations through either direct or indirect means.

4.4 Complaints may be filed with OMI in person, by mail, by e-mail, by facsimile or by telephone. A complainant may file a verbal or written complainant. OMI also accepts complaints during quarterly, off-premises public meetings in rotating police zones.

4.5 Complaints may be filed by the alleged victim or by a third party. Anonymous complaints will also be accepted.

4.6 OMI hours of operation are 0800-1600 hours, Monday through Friday. When the office is closed, complaints may be left on OMI's voicemail system. The number for OMI is (412) 255-2804. Complainants will need to contact OMI for e-mail address, physical address, or fax number.

4.7 Officers will not discuss any OMI investigation processes with a complainant beyond explaining to the complainant how to file their complaint.

5.0 COMPLAINANTS APPEARING AT ZONES (Walk-in Complaints)

5.1 If a member of the public appears at any PBP duty location for the purposes of reporting an alleged act of misconduct by a PBP member, the following procedures will be followed.

5.1.1 A PBP supervisor will be called to the duty location to talk to the complainant. (Acting Sergeants shall not be permitted to perform this task.)

5.1.2 The PBP supervisor shall obtain all or as much of the following information as possible from the complainant.

5.1.2.1 Name, address, and telephone numbers of the complainant.

5.1.2.2 Date, time, and location of the alleged act of misconduct.

- 5.1.2.3 Name and badge number of the involved officer(s). If the complainant is unable to provide the name of the officer, the supervisor shall obtain as much information about the member as possible (description of officer, vehicle number, etc.)
- 5.1.2.4 Names, addresses, and phone numbers of any available or potential witnesses to the alleged event.
- 5.1.2.5 A short description of the events which made the complainant believe that the accused officer acted inappropriately.

5.1.3 All information must be included in a PBP Form #4.10, “Special Report” to the duty location Commander.

5.1.4 Any Commander receiving reports detailing alleged acts of misconduct will forward the original reports to the Chief of Police for further review and investigation. A copy shall be filed in the performance file of the accused officer. In the event the officer cannot be identified, the duty location Commander will maintain a file of “unidentified officer” complaints. In the event the officer is later identified, the report will be transferred into the file of the accused officer.

5.1.5 The Chief of Police will review the report and request in writing an OMI investigation unless other actions are required.

5.1.6 If it is discovered the accused officer works in a duty location outside of the location from where the complaint was filed, the Commander that received the original complaint will forward a copy of the “Special Report” to the duty location Commander of the accused officer. The original “Special Report” shall be forwarded directly to the Chief of Police.

6.0 COMPLAINANTS NOT APPEARING AT ZONES

- 6.1 Complainants that call a PBP duty location with the intent of filing a complaint shall be referred to OMI and given OMI’s phone number and hours of operation. Officers will not take any of the complainant’s information over the phone.
- 6.2 Complainants that approach officers outside of a duty location with the intent of filing a complaint shall be referred to OMI and given OMI’s phone number and hours of operation. Officers will not take any of the complainant’s information.

7.0 COMPLAINT INVESTIGATIONS

7.1 The commanding officer of the officer(s) who is (are) the subject(s) of the OMI investigation will review OMI findings and submit his/her recommendations through the chain of command to the Chief of Police.

7.2 The Chief of Police will review the Office of Municipal Investigation’s completed investigation. (PLEAC Standard 2.3.1 (c)).

7.2.1 The Chief of Police will review the OMI report and commanding officer’s recommendation and notify OMI in writing as to his/her support or disagreement with OMI findings.

7.2.2 The Chief of Police will determine if any further action is warranted including but not limited to counseling, training and disciplinary actions.

7.3 All complaints are subject to an equitable adjudication process, as determined by the Bureau. (PLEAC Standard 2.3.1 (d)).

Approved by:



Scott Schubert
Chief of Police