

When a complaint of misconduct is filed against an LAPD employee, the following steps are taken.

How does a member of the public file a complaint of misconduct?

Complaints can be filed with either the OIG or the LAPD by phone, mail, email, social media, fax, mobile app, or in person. All complaints of misconduct are accepted, including those made anonymously.

To file a complaint with the OIG:

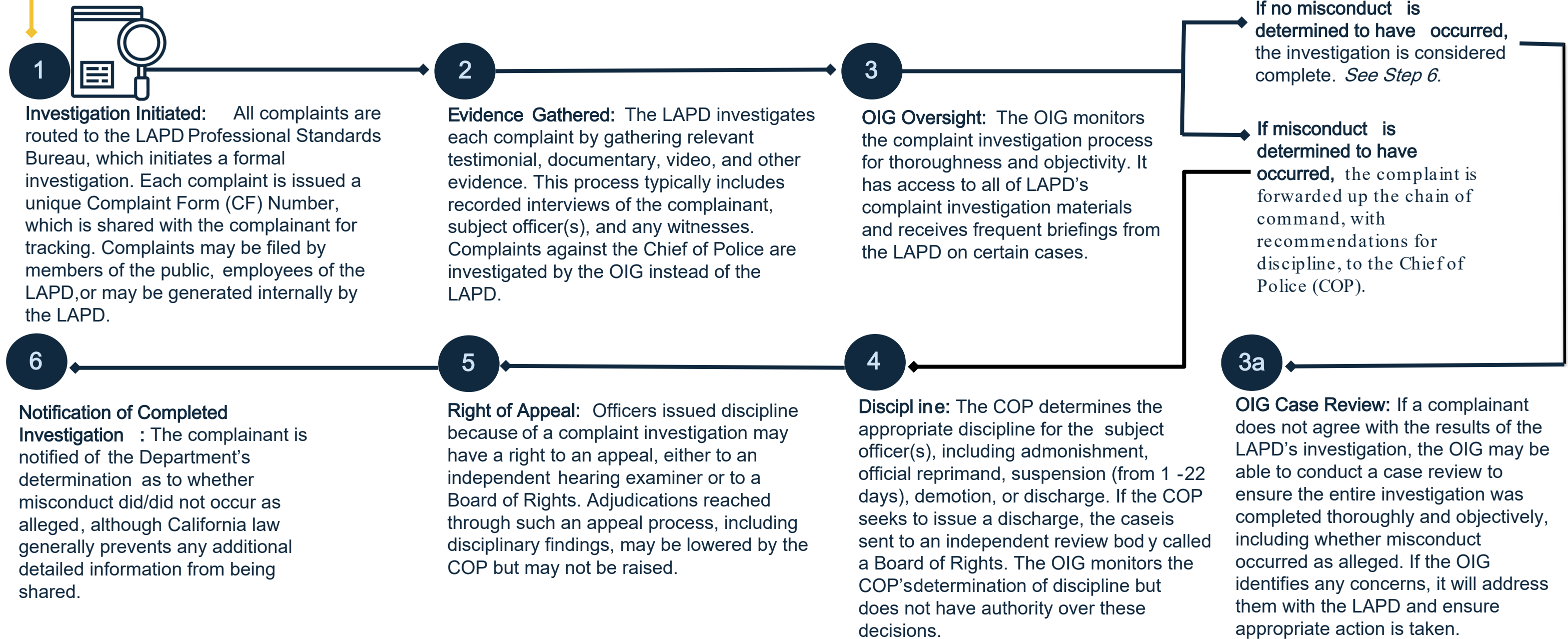
(213) 893 -6400

oigcompl@lapd.online

To file a complaint with the LAPD:

(800) 339 -6868

[Online form](#)



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Although the length of each investigation depends on the nature of the complaint and the amount of evidence to be gathered, all investigations must generally be completed within one year from the day that the LAPD was made aware of the alleged misconduct. There are some legal exceptions to this, such as when the alleged misconduct is also the subject of criminal or civil litigation.

Complaints of Misconduct Against LAPD | Roles & Responsibilities

Entities responsible for the investigation into, discipline for, and oversight of misconduct by an LAPD Officer

The **Professional Standards Bureau (PSB)** acts as the investigative arm of the Chief of Police with respect to employee misconduct. All complaints are reviewed by PSB to determine the appropriate investigative entity. PSB is responsible for investigating the more serious complaints of misconduct, while less serious ones may be routed to the accused officer's division of assignment for investigation.

The **Chief of Police (COP)** is the highest-ranking officer in the LAPD and acts as its general manager. The COP reviews all Sustained complaints of misconduct and determines the appropriate level of discipline in such cases. It is the sole responsibility of the COP to issue discipline to LAPD employees found to have committed misconduct, though employees may have the right to appeal such discipline to an independent hearing examiner or Board of Rights.

The **Office of the Inspector General (OIG)** conducts civilian oversight of the LAPD. It reports directly to the Los Angeles Board of Police Commissioners (Police Commission) and operates independent of the LAPD's chain of command. Among other things, the OIG monitors the LAPD's internal disciplinary process (including PSB), investigates complaints of misconduct against the Chief of Police, and functions as an intake point for complaints of misconduct.

The mission of the **Office of the Inspector General** is to: 1) provide strong, independent, and effective oversight of the LAPD; 2) ensure that all LAPD employees act with honesty, dignity, and respect toward the public; and 3) conduct community outreach to educate the public about the OIG, the Police Commission, and the LAPD.