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 inperson. All complaints of misconduct are accepted, including those made anonymously.

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Investigation Initiated: All complaints are routed to the LAPD Professional Standards Bureau, which initiates a formal investigation. Each complaint is issued a unique Complaint Form (CF) Number, which is shared with the complainant for tracking. Complaints may be filed by members of the public, employees of the LAPD, or may be generated internally by the LAPD.

Evidence Gathered: The LAPD investigates each complaint by gathering relevant testimonial, documentary, video, and other evidence. This process typically includes recorded interviews of the complainant, subject officer(s), and any witnesses. Complaints against the Chief of Police are investigated by the OIG instead of the LAPD.

OIG Oversight: The OIG monitors the complaint investigation process for thoroughness and objectivity. It has access to all of LAPD's complaint investigation materials and receives frequent briefings from the LAPD on certain cases.

Notification of Completed

Investigation : The complainant is notified of the Department's determination as to whether misconduct did/did not occur as alleged, although California law generally prevents any additional detailed information from being shared.

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Right of Appeal: Officers issued discipline because of a complaint investigation may have a right to an appeal, either to an independent hearing examiner or to a Board of Rights. Adjudications reached through such an appeal process, including disciplinary findings, may be lowered by the COP but may not be raised.

Discipline: The COP determines the appropriate discipline for the subject officer(s), including admonishment, official reprimand, suspension (from 1-22 days), demotion, or discharge. If the COP seeks to issue a discharge, the case is sent to an independent review body called a Board of Rights. The OIG monitors the COP's determination of discipline but does not have authority over these decisions.



Produced by the Office of the Inspector General Updated on 10/1/2021

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.

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

> If no misconduct is determined to have occurred, the investigation is considered complete. See Step 6.

If misconduct is determined to have occurred, the complaint is forwarded up the chain of command, with recommendations for discipline, to the Chief of Police (COP).

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OIG Case Review: If a complainant does not agree with the results of the LAPD's investigation, the OIG may be able to conduct a case review to ensure the entire investigation was completed thoroughly and objectively, including whether misconduct occurred as alleged. If the OIG identifies any concerns, it will address them with the LAPD and ensure appropriate action is taken.

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.