

## HOW TO FILE A COMPLAINT

### File Online:

File a complaint online or download a Citizen Complaint Form on the OPS website:  
[www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/PublicSafety/OPS/PoliceReview](http://www.clevelandohio.gov/CityofCleveland/Home/Government/CityAgencies/PublicSafety/OPS/PoliceReview)

### Other Filing Methods:

- In person at OPS, located at 205 West St. Clair Avenue, Rm 301, Cleveland, Ohio 44113
- Calling 216-664-2944, Mon-Fri, 8 a.m. – 4 p.m.
- At any Cleveland Division of Police (CDP) District Station
- Cleveland Division of Police Headquarters, located at 1300 Ontario Street, Cleveland, Ohio 44113
- The Mayor's Action Center, located in City Hall Room 228, 601 Lakeside Avenue, Cleveland, Ohio 44113
- There may be a community site close to you for your convenience. Please call our office so we can direct you to the closest location.

### Submit Citizen Complaint Forms by:

- Email: [clepolicecomplaints@clevelandohio.gov](mailto:clepolicecomplaints@clevelandohio.gov)
- Faxing to (216) 420-8764
- Mailing to 205 West St. Clair Avenue, Suite 301, Cleveland, Ohio 44113
- Delivering in person to any CDP District Station (CDP will forward the complaint to OPS)

*Please note that you do not have to be a resident of the City of Cleveland or a citizen of the United States to file a complaint with OPS.*

*OPS does not inquire about, nor is required to report, any person's citizenship or immigration status.*

## OFFICE OF PROFESSIONAL STANDARDS

### CIVILIAN POLICE REVIEW BOARD

205 West St. Clair Avenue, Rm 301  
Cleveland, Ohio 44113

Tel: (216) 664-2944

Fax: (216) 420-8764

Email: [clepolicecomplaints@clevelandohio.gov](mailto:clepolicecomplaints@clevelandohio.gov)

### Directions by Mass Transit

#### **RTA Rapid Transit** ([www.riderta.com](http://www.riderta.com))

Tower City/Public Square – Two blocks south of 205 West St. Clair Avenue. All rail lines converge here.

#### **RTA Nearby Bus Routes** ([www.riderta.com](http://www.riderta.com))

- On West Prospect Avenue: 8, 39, 39F
- On Ontario Street: Cleveland State Line, 11, 14, 15, 19, 76, 77F, 90F
- On Superior Avenue: 1, 3, 22, 26, 38, 45, 51 (all), 9, 79A, 81
- On West Roadway (Tower City Front Entrance): HealthLine, B, C, and E Trolleys
- Huron Avenue inbound & Prospect Avenue outbound: 246, 263

#### **UH Bikes/Cleveland Bike Share**

UH Bikes is a bike share system in Cleveland with 250 red bikes available to rent from stations across the city. Log onto <http://uhbikes.com> to locate bike stations and availability, or download the Social Bicycle App at the Apple Store or Google Play.



CITY OF CLEVELAND  
Mayor Justin M. Bibb

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*An Equal Opportunity Employer*

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The Office of Professional Standards (OPS) is an independent City of Cleveland agency established for the purpose of investigating non-criminal complaints filed by members of the public against sworn and non-sworn Cleveland Division of Police (CDP) employees. OPS is not part of the CDP. OPS investigations are conducted in a fair, objective, impartial, timely, and comprehensive manner by the OPS investigative staff, which is composed entirely of civilian employees.

## OPS MISSION & AUTHORITY

The Mission of OPS is to increase accountability and improve public confidence in the police by receiving complaints against CDP employees, and then fairly, thoroughly, objectively, and timely investigating such complaints. OPS has jurisdiction to investigate the following types of complaints against CDP employees:

- Excessive and/or Improper Force
- Harassment, including Bias, Discrimination, and Profiling
- Unprofessional Conduct/Behavior
- Improper Arrest
- Improper Citation
- Improper Search
- Improper Stop
- Improper Tow
- No Service/Lack of Service
- Missing or Damaged Property

A complaint should be filed as soon as possible after an incident. Any person wishing to file a complaint against a CDP employee can complete a Citizen Complaint Form and accompanying documentation.

Upon completion of a complaint investigation, OPS recommends action to the Civilian Police Review Board (CPRB).

## COMPLAINT INFORMATION

Include as much information as possible when filing a complaint, including details such as:

- date, time, and exact location of the incident
- name, badge number, and physical description of any officer involved
- name, address, and telephone number for any witnesses
- description and license plate number of any vehicles involved in the incident
- any other helpful and relevant evidence, including copies of traffic tickets, police reports, photographs, or medical records

## COMPLAINT PROCESS

Anyone may file a complaint with OPS, including, but not limited to, the subject of a police incident, recipient of police service, a witness to a police incident, a bystander of police service, a third party (a parent or spouse of the subject), a legal representative, or an anonymous person.

- Once a complaint is filed, it will be assigned to an OPS civilian investigator. The investigator will interview the complainant, witnesses, and officers; collect documents, review video, and other evidence; interpret applicable laws, regulations, policies, procedures; and analyzing all information to prepare a report summarizing the investigation.
- At the conclusion of the OPS investigation, it is referred to the CPRB for review and disposition, including any recommendation for discipline when appropriate.
- Complainants will be notified in writing of the outcome of the investigation and the CPRB findings.

## CIVILIAN POLICE REVIEW BOARD (CPRB)

The CPRB has authority to receive, cause investigation of, and recommend resolution of any and all complaints filed with the Office of Professional Standards (OPS) alleging

misconduct by officers and non-sworn employees of the Cleveland Division of Police (CDP), regardless of their duty status, when such misconduct is directed toward any person who is not a CDP employee. On its own complaint, the CPRB may direct OPS to conduct an investigation of any incident involving the use of deadly force by CDP and any incident resulting in the injury or death of persons in CDP custody.

Once a recommendation has been made, the CPRB submits its findings and recommendation to the Chief of Police and/or the Director of Public Safety, and also notifies the complainant of its disposition of his/her complaint.

To increase transparency, CPRB meetings are open to the public and held on the second Tuesday of every month. CPRB meetings can also be viewed on Cleveland Office of Professional Standards YouTube channel.

Anyone interested in attending a CPRB meeting may contact OPS on (216) 664-2944 or log onto [www.clevelandohio.gov/OPS](http://www.clevelandohio.gov/OPS) for the CPRB scheduled meeting dates and locations.

## COMMUNITY OUTREACH

The Mission of OPS and the CPRB include increasing awareness throughout local communities about the agencies, their purpose, and the process for filing police misconduct complaints against CDP employees. To help increase awareness, OPS and the CPRB welcome opportunities to conduct and take part in community outreach activities that allow OPS staff to communicate information about the civilian oversight process.

Please contact OPS if you or your organization is interested in arranging for OPS/CPRB to attend an event, or if you wish to obtain more information.