

# THE COMPLAINT PROCESS

## Complaint Filed

Online or in paper form



## Investigation

Police Dept. Internal Affairs Unit prepares a report explaining whether or not the evidence supports the complaint.



## Outcome

Police Chief makes the final determination about the complaint and decides if discipline or training is necessary.



## Citizen Review

PCRS reviews all investigation materials and the Internal Affairs report for fairness, thoroughness, objectivity and timeliness.

# MORE RESOURCES

## Visit our website for:

- Link to police complaint form
- Meeting dates, agendas and minutes
- Annual reports
- City ordinance governing the PCRS

[www.portlandmaine.gov/PCRS](http://www.portlandmaine.gov/PCRS)



# POLICE CITIZEN REVIEW SUBCOMMITTEE

- Reviews investigations of alleged officer misconduct.
- Helps promote fair and professional policing.
- Provides a layer of public accountability.
- Makes recommendations for enhancing public confidence in investigations.

To learn more about community oversight of law enforcement around the country, visit:

**The National Association of  
Civilian Oversight of Law  
Enforcement**

[www.nacole.org](http://www.nacole.org)

# WHO WE ARE

- Seven volunteer members who are civilians and Portland residents.
- Appointed to three year terms by the City Council.
- Subcommittee of the City's Civil Service Commission.

## We welcome comments & questions at our meetings:

**Date:** 2nd Wednesday of the month

**Time:** 6:00 p.m.

**Place:** City Hall, Room 24

**NOTE:** check the City calendar at [www.portlandmaine.gov](http://www.portlandmaine.gov) for cancellations

# WHAT WE DO

- Review Police Internal Affairs investigations of citizen complaints, including video, audio, interviews, and written reports.
- Evaluate whether each investigation was thorough, timely, objective, and fair
- Report findings and make recommendations to the City Manager.
- Hold public meetings to receive community input on the investigation of citizen complaints.

## Send us your general comments and questions by email:

[PCRS@portlandmaine.gov](mailto:PCRS@portlandmaine.gov)

**NOTE:** This email address is not for filing complaints

# HOW TO FILE COMPLAINTS OF POLICE CONDUCT

Paper complaint/commendation forms can be found at:

**City Hall  
Main branch of the Portland Public Library  
Middle Street Police Station  
All Community Policing offices  
And other locations**

**The City also has an online complaint/commendation form available here:**

[www.portlandmaine.gov/FormCenter/Police-Department-3/Citizen-Input-43text](http://www.portlandmaine.gov/FormCenter/Police-Department-3/Citizen-Input-43text)

## What the PCRS does not do:

The PCRS does not receive complaints against police officers.

We cannot discuss specific cases with the public because they are confidential under the City ordinances and State law.

We cannot recommend, modify, comment on, or impose discipline against any officer, according to the City Ordinance.