



## Mission Statement of the Chicago Police Department

To serve our communities and protect the lives, rights and property of all people in Chicago.

## Vision

All Chicagoans are safe, supported, and proud of the Chicago Police Department.

## Core Values

- **Professionalism:** Our on and off duty conduct reflects both the highest standards of police service and personal responsibility.
- **Integrity:** We are committed to the highest standards of honesty and ethical conduct.
- **Courage:** We uphold and follow the law in the face of fear, danger and temptation.
- **Dedication:** We serve all citizens equally with fairness, dignity and respect.
- **Respect:** Our leadership examples inspire respect for ourselves and admiration for our department.

## Mission Statement of the Bureau of Internal Affairs

To ensure integrity and ethical conduct within the Chicago Police Department through leadership, education, and accountability.



The Bureau of Internal Affairs appreciates your feedback regarding Chicago Police Department members. If you wish to compliment, express a concern, or make a complaint about any member of the Chicago Police Department, please visit [www.chicagocopa.org](http://www.chicagocopa.org) or [www.home.chicagopolice.org](http://www.home.chicagopolice.org)

Log Number: \_\_\_\_\_



City of Chicago  
Lori E. Lightfoot  
Mayor



**CHICAGO  
POLICE  
DEPARTMENT**

David O. Brown  
Superintendent

# Filing Misconduct Complaints



**Chicago Police Department**

Bureau of Internal Affairs  
3510 S. Michigan Ave  
Chicago, IL 60653



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## Bureau of Internal Affairs and the Civilian Office of Police Accountability

The Chicago Police Department (CPD) takes allegations of misconduct by CPD members very seriously. The Bureau of Internal Affairs (BIA) and the Civilian Office of Police Accountability (COPA) investigate misconduct by members of the CPD. Allegations are investigated thoroughly, objectively and in a timely manner.

COPA acts as a unified intake office and is responsible for issuing tracking numbers for complaints.

### How and When Can I File A Complaint?

In Person:

- Visit COPA's main office (9:00 am-7:00 pm), 1615 W. Chicago Ave, 4th Floor
- Visit any Police District Station and request to speak to a Supervisor
- Call 911 and request a supervisor respond to your location
- Call 311 and say you want to make a complaint against a CPD member

By Phone: M-F (9:00 am-7:00 pm)

- COPA (312) 743-2672 TTY (312) 746-3598

By Mail: Civilian Office of Police Accountability  
C/O COPA Intake Section  
1615 W. Chicago Ave, 4th Floor  
Chicago, IL 60622

Online: [www.chicagocopa.org](http://www.chicagocopa.org)

### Who Can Make a Complaint?

Anyone who has a complaint against a CPD member may file a complaint. Individuals may submit a complaint regardless of their perceived identifiable group. Minors may file complaints. However, minors must be accompanied by a legal guardian during any interview.

Current law and police collective bargaining agreements significantly limit the investigation of anonymous complaints. Complainants are strongly encouraged to provide identifying information and

participate in the investigative process, so a thorough and complete investigation can be conducted.

The Department uses interpreters to facilitate the complaint taking process.

### How Can I Identify An Officer?

A Chicago Police Department member must identify themselves when asked, by providing:

- Name, Rank, and Star Number.

It's also helpful to note:

- The time, date, and location of the interaction with an officer,
- A detailed description of the incident,
- Any numbers displayed on police vehicles (e.g. License plate number)

### What Happens After I File a Complaint?

Every complaint is tracked by a unique Log Number. Depending on the complaint, it may be investigated by COPA, BIA, or another investigative agency. Every complainant is informed by letter which agency is handling the complaint.

If BIA is assigned to investigate:

- BIA will send a letter with the investigator's name and contact information.

### Complaints Investigated By BIA

A City ordinance determines whether COPA or BIA will investigate your complaint. For further information, reference Municipal Code of Chicago, Chapter 2-78-120 Office and Chief Administrator-Powers and duties.

### How Does BIA Investigate A Complaint?

After the Log Number is assigned, the investigator will:

- Mail an information contact letter,
- Interview the complainant,
- Obtain a Sworn Affidavit from the complainant,\*
- Interview all witnesses,

- Gather evidence such as reports and video,
- Interview involved Department member, and
- At the conclusion of the investigation, a letter is sent to the complainant explaining the outcome.

The BIA can be contacted at (312) 745-6310, M-F, (07:00 am-11:59 pm).

### \*Why Is a Sworn Affidavit Needed?

Applicable collective bargaining agreements and Illinois Law requires a signed affidavit where an allegation of misconduct is being made against a police officer. By signing an affidavit, the complainant indicated their belief that the allegations are true and correct and not false.

The absence of a signed Sworn Affidavit does **not** preclude the alleged misconduct from being investigated in some circumstances.

### What Can You Expect?

The BIA recognizes that alleged misconduct undermines the CPD's relationship with the community it serves. When misconduct is reported, the goal of the BIA is to come to a resolution and correct any behavior that is contrary to the Department's Mission.

The BIA is committed to:

- Treating complainant(s) impartially and respectfully,
- Conducting thorough, objective, and timely investigations,
- Updating complainant(s) on the progress of the investigation, and
- Transparency.

### Retaliation is Prohibited

The Department strictly prohibits its members from engaging in any form of retaliation, as defined by law under MCC 2-78-160. If after filing a complaint, any form of harassment or retaliation is experienced, immediately contact COPA.