

**We want to hear from you.**

The Spokane Police Department partners with the community to make Spokane a safe and enjoyable place to live and work. We strive to provide excellent service to our citizens. Community feedback is important to us. Feel free to contact the OPA with questions or concerns.

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Website:

[www.spokanecity.org/police/  
accountability](http://www.spokanecity.org/police/accountability)



**Office of Professional  
Accountability**

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**Office of Professional Accountability**

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**Spokane Police Department**

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# Frequently Asked Questions about the Complaint Process

## How do I file a complaint?

If you believe a Spokane Police Department employee has engaged in misconduct, you may file a complaint with the Office of Police Accountability (OPA). You may file in person, by telephone, by mail, or by E-mail. The OPA complaint form is available in several languages on the website and at the Public Safety Building.

<https://my.spokanecity.org/police/accountability/>

While we encourage those who make complaints to provide their name and other identifying information, we do accept anonymous complaints. We also accept complaints from outside agencies and from witnesses or other third parties reporting on behalf of others. Complaints of misconduct are taken seriously. You will be asked to certify that the information you provide is true to the best of your knowledge.

## Who oversees the complaint process?

The Internal Affairs Lieutenant oversees officer misconduct investigations. The Director of Strategic Initiatives is responsible for the management and oversight of the Internal Affairs process.

The Office of Police Ombudsman provides independent civilian oversight for Spokane Police Department citizen complaints.

The Police Ombudsman reviews officer misconduct investigations to ensure that investigations are timely, thorough, and objective.

## What type of complaint may I file?

OPA considers whether the type of misconduct alleged, if true, would violate department policies and procedures, or may constitute a violation of law. OPA will document your complaint and investigate it or share it with the appropriate unit within the department for follow up.

## Will my complaint be investigated?

All complaints will be investigated. You will be notified about how your complaint will be resolved.

## What happens if my complaint is assigned for further investigation?

It is very important that you continue to participate in the complaint process. You may be asked to give a more complete, recorded statement. You may be asked for documentation that relates to your complaint and you may be asked to allow photographs of any injury or property damage, and to consent to the release of medical records associated with your complaint.

## Who will investigate my complaint?

Complaints requiring investigation will be investigated by Internal Affairs investigators or supervisors. All complaints are reviewed by the Internal Affairs Lieutenant, Director of Strategic Initiatives, and Police Ombudsman.

## How long will it take to investigate my complaint?

Some allegations can be resolved quickly but others take longer as they require further investigation. Every effort is made to complete all investigations within 180 days. If you have questions during the process of your complaint or wish to inquire about the status of your case, please call the OPA.

## Will I be notified of the outcome of my complaint?

You will receive a closing letter with the outcome of the investigation and an explanation of the finding reached.

## What if I am not satisfied with the outcome of my complaint?

If you do not agree with the results of the investigation of your complaint, you may submit a letter to the OPA requesting reconsideration. You may also contact the Office of the Police Ombudsman. Department policies prohibit retaliation against citizens for making complaints.

## What if I want to commend a Spokane Police Department employee?

OPA accepts commendations and will forward them to the employee and employee's supervisor. OPA will ensure that the commendation is included in the employee's personnel file.

The Spokane Police Department welcomes inquiries from the community concerning the performance of our employees. Investigation of these situations often allows us to assess the actions our employees with the ultimate objective of improving service.