

## Learn more about OPA

Visit our website [seattle.gov/OPA](http://seattle.gov/OPA) Call us **206-684-8797**  
Follow us on Twitter [@SeattleOPA](https://twitter.com/SeattleOPA)

This brochure is about how to file a complaint with the Office of Police Accountability. If you would like to receive it in languages other than English call 206.684.8797.

這本手冊將介紹如何向警察責任辦公室提出投訴。如果您想獲取[繁體中文]版本,請致電206.684.8797。

这本手册介绍了如何向警察责任办公室提出投诉。如果您想获取简体中文版本,请致电206.684.8797。

Este folleto trata sobre cómo presentar una queja ante la Oficina de Responsabilidad Policial. Si desea recibirlo en español llame al 206.684.8797.

Phiếu thông tin này nhằm hướng dẫn cách gửi đơn khiếu nại đến Phòng thẩm định trách nhiệm cảnh sát. Nếu Quý vị muốn nhận bản tiếng Việt, vui lòng gọi số 206.684.8797.

Buug yarahan wuxuu ku saabsan yahay sida loo loo xareeyo cabasho Xafiiska La Xisaabtanka Booliska. Haddii aad jeceshahay in aad ku hesho af-soomaali soo wac 206.684.8797.

## What is OPA?

The Office of Police Accountability is responsible for processing allegations of misconduct involving Seattle Police Department (SPD) employees. We also engage with the community about police oversight, recommend revisions to SPD policy, and monitor serious uses of police force. We operate outside of SPD and have civilian leadership. The rest of our staff is a mix of civilians and SPD sergeants.

**“SPD employee”** means everyone who works for the Department, including sworn law enforcement personnel and civilians.



## Can my complaint be resolved through mediation?

OPA selects complaints for mediation based on criteria consistent with national best practices. This includes an assessment of the type and severity of the allegation, as well as the likelihood for a successful resolution. If you are willing to engage in a discussion—led by a neutral third party—with the SPD employee about whom you filed a complaint, please let us know.

To learn about the OPA mediation program, visit our website at [seattle.gov/opa/programs/mediation-program](http://seattle.gov/opa/programs/mediation-program).

**Mediation** is a voluntary alternative to traditional complaint resolution. It uses a professional mediator to help community members and SPD employees exchange perspectives and build understanding.

# Office of Police Accountability

## How to File a Complaint



## What is a complaint?

The Office of Police Accountability (OPA) processes allegations of misconduct involving Seattle Police Department (SPD) employees. Violations can range from unprofessional behavior to biased-policing to excessive force.

## Who can file a complaint?

Anyone can file a complaint; they can even be filed anonymously. We also accept complaints from outside agencies or witnesses reporting on behalf of others.

## Is filing a complaint safe?

We intend for our process to be safe. Disclosing personal information is voluntary. You will not be asked about your immigration status. You will not need to speak with the employee you are filing a complaint against.



## How do I file a complaint?



SUBMIT A WEB FORM  
[seattle.gov/opa](https://seattle.gov/opa)



EMAIL US  
[opa@seattle.gov](mailto:opa@seattle.gov)



CALL US  
**206-684-8797**



VISIT US  
**720 3<sup>rd</sup> Ave. Floor 18**

## What happens after I file a complaint with OPA?

OPA will review it and decide if it requires investigation or whether the employee's supervisor can resolve it. We will provide you with a case number so you can track your complaint status online. An OPA investigator will then attempt to contact you to gather additional information.

## The Investigation Process

**1** OPA investigator gathers evidence and conducts interviews



**2** OPA Director reviews case and recommends findings to Chief of Police



## What if my complaint requires more investigation?

An investigator will conduct additional work on the case, which will generally include interviewing the involved employees. The OPA Director will review the case and make a recommendation to the Chief of Police. The Chief will make the final decision—with our input—on whether (and what) discipline should be imposed. We will send you a letter to share this information.

We will try to resolve the complaint quickly, thoroughly, and objectively. An investigation generally takes about six months.

**3** Chief of Police makes final decision



**4** OPA sends complainant letter summarizing the outcome

