



COMPLAINT INITIATION AND LOG NUMBER INVESTIGATION ASSIGNMENT



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I. PURPOSE

This directive:

- A. defines the responsibilities of Department members to promptly report complaints when they come to their attention.
- B. outlines the opportunities and methods to submit complaints against Department members.
- C. sets forth procedures for initiating Log Number investigations upon receiving complaints.
- D. continues the Initiation Report ([CPD-44.100](#)).
- E. uses terms related to the Department's complaint and disciplinary system, including complaint initiation and Log Number investigation assignments as defined in the Department directive titled "Complaint and Disciplinary Definitions."

II. POLICY

- A. The Department will courteously receive and accept all complaints regardless of how or from whom the complaint was received, such as complaints received verbally, in writing, in person, by telephone, or online, by a Department member, member of the public, anonymous complainant, or third-party representative. The Department will ensure all non-confidential complaints are documented and submitted to the Civilian Office of Police Accountability (COPA) within 24 hours of receiving the complaint.
 - 1. The Department will accept the complaints even if the reporting party/subject:
 - a. cannot identify the Department member, including identifying the member's name, star number, beat number, or any other employee-identifying information; or
 - b. does not accurately characterize the alleged misconduct.
 - 2. If the complaint includes that a Department member refused to accept a complaint, discouraged the reporting of the complaint, or provided false or misleading information about reporting a complaint, the documentation of the complaint will include these allegations in addition to the original allegations.
 - 3. COPA will assign a Log Number for all complaints and other required notifications.
- B. Consistent with the Department's commitment to the policies outlined in the Department directive titled "Prohibition Regarding Racial Profiling and Other Biased Based Policing," the Department will allow members of the public to submit complaints, regardless of whether the individual is a member or perceived member of an identifiable group, based upon, but not limited to race, ethnicity, color, gender, gender identity, age, religion, disability status, national origin, ancestry, sexual orientation, marital status, parental status, immigration status, homeless status, lawful source of income, credit history, criminal history, or incarceration status.

- C. The Department provides members of the public numerous opportunities and methods, including anonymously and through third-party representatives, to submit complaints and report allegations of misconduct against Department members, including:
1. in person at Department district stations or Public Safety Headquarters or by requesting a Department supervisor in the field.
 2. via telephone by calling the City of Chicago non-emergency service phone number at 3-1-1 (from within the City of Chicago) or (312) 744-5000 (from outside the City of Chicago), 24-hours a day, 7 days a week. Callers will be given the option to leave a voicemail for COPA or speak to a Department supervisor.
 3. via the Department's website (<https://home.chicagopolice.org>), which contains a link to COPA's online complaint form that can be accessed by selecting "submit a complaint."
 4. contacting COPA in person, by telephone, via its website, or by U.S. Mail.

NOTE: Civilian Office of Police Accountability (COPA)
1615 W. Chicago Ave, 4th Floor
Chicago, Illinois 60622
(312) 746-3609
(312) 745-3598 TTY
<http://www.chicagocopa.org/>

- D. Information on submitting a complaint is also available through the above-listed methods. This information will be clearly displayed on the Department's website (<https://home.chicagopolice.org>), and via printed material developed and provided by the Department about submitting complaints and the disciplinary process.
- E. Department members receiving complaints from individuals with limited English proficiency will follow the procedures consistent with the Department directive titled "[Limited English Proficiency](#)."

III. PROCEDURES FOR ACCEPTING, DOCUMENTING, AND SUBMITTING COMPLAINTS

- A. All Department members will perform the duties and assume the obligations of their rank or position to ensure that all complaints against Department members, including any allegation of a sworn Department member committing domestic violence, are accepted, documented, and submitted to COPA to initiate the intake process as outlined in Item V-A of this directive.

NOTE: This includes misconduct observed or complaints submitted via social media.

B. Nonsupervisory Department Members

1. When a nonsupervisory Department member observes a Department member engaged in misconduct, knows of an allegation of misconduct, receives an allegation of misconduct, or becomes aware that a member of the public wants to submit a complaint, the member will:
 - a. immediately notify a supervisory Department member and request a supervisor respond to the scene.
 - b. promptly provide the reporting party/subject with the contact information for COPA.

(1) Civilian Office of Police Accountability (COPA)
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(2) This information may be provided to the reporting party/subject via printed material developed and provided by the Department about submitting complaints and the disciplinary process.

c. prepare a To-From-Subject Report to the member's commanding officer and submit it to a supervisor before reporting off duty on the day the member becomes aware of the misconduct or any misconduct-related information if the member has direct knowledge of the alleged misconduct.

(1) This To-From-Subject Report will contain all the facts and information relating to the incident received, known, or observed, any actions taken by the member, and the Log Number, if known.

NOTE: If the reporting Department member intervened in an observed violation of the Department directive titled "De-escalation, Response to Resistance, and Use of Force," this To-From-Subject Report will include the date, time, and place of the occurrence; the identity, if known, and description of the participants; and a description of the intervention actions taken and whether they were successful. (720 ILCS 5/7-16 "Duty to Intervene")

(2) Department members may contact a supervisor in the Bureau of Internal Affairs (BIA) to request an alternative reporting method when the accused is in the member's chain of command.

2. Department members who feel that they have been the subject of a false accusation may request an investigation by the BIA by submitting a To-From-Subject Report of the facts directly to the Superintendent of Police or the Chief of BIA. Department members may submit this request without prior report to the supervisors in their chain of command.

3. Department members who believe that they have been a victim of misconduct will immediately notify a Department supervisor, sworn or civilian, and prepare a To-From-Subject Report describing the incident or acts of misconduct. Department members may bring an allegation of misconduct to any Department supervisor, including directly reporting the allegation to a supervisor in BIA.

C. Supervisory and Command Staff Department Members

1. When notified that a member of the public is reporting a complaint in the field, a supervisor will respond to the scene as requested, at the earliest opportunity the notified supervisor is available to respond.

a. If the notified supervisor determines a response is delayed and unlikely prior to the scheduled conclusion of their tour of duty (e.g., continued management of an incident scene), the notified supervisor will:

- (1) request OEMC to contact the complainant and notify them of the delay.
- (2) document the delay in the response and the reason for the delay on their Supervisor's Management Log.
- (3) notify the watch operations lieutenant of the delay in the response.

NOTE: The notified supervisor's tour of duty will not conclude until they respond to the scene as assigned or the event is reassigned by the watch operations lieutenant.

b. When notified of delayed supervisory response, the watch operations lieutenant will:

- (1) review the availability status of the notified supervisor to determine if reassignment is necessary.

- (2) if necessary, promptly reassign an available field supervisor to meet with the member of the public who is reporting a complaint, including the assignment of other district supervisory resources such as another field sergeant, the field lieutenant, or a tactical team sergeant.
- (3) if the response is required to be delayed until the on-coming watch, inform the on-coming watch operations lieutenant of the need to assign a supervisor to respond.

NOTE: The on-coming watch operations lieutenant will assign an available field supervisor from their watch to immediately respond to the scene.

- (4) ensure the delay in response is documented on the Watch Incident Log.
 - c. The re-assigned supervisor will notify OEMC of the re-assignment and will immediately respond to the scene.
 - d. Watch operations lieutenants will monitor the Police Computer Aided Dispatch (PCAD) and dispatched radio assignments to identify any delays in supervisory responses and ensure the notified supervisors respond at the earliest opportunity they are available.
2. When a supervisory Department member or command personnel observe a Department member engaged in misconduct or becomes aware that a member of the public or a Department member wants to submit a complaint, the supervisor will:
- a. take immediate action to stop any misconduct and perform all duties consistent with any applicable Department directive;
 - b. document the complaint as a reporting party/third party even if the reporting party/subject does not accurately characterize the alleged misconduct. Documenting the complaint will include:
 - (1) information about the accused Department members;
 - (2) information about the reporting party/subject;
 - (3) information about a victim of misconduct, if applicable;
 - (4) information about any witnesses, if applicable;
 - (5) an articulation of the alleged misconduct;
 - (6) a narrative including all applicable details;
 - (7) the presence and (if, applicable) inventory number of any:
 - (a) physical evidence;
 - (b) video/recording evidence; or
 - (c) social media evidence.
 - (8) the presence of any evidence recorded on a Department recording device; and
 - (9) any applicable reports.
 - c. without looking to higher authority for such action, promptly report the complaint to COPA. The reporting party/third party will:

- (1) notify COPA by telephone within one hour after the information is received for the purpose of obtaining a Log Number. If the notification occurs during non-business hours (e.g., on weekdays between 1900– 0900 hours, holidays, and weekends), the supervisor will contact the Crime Prevention Information Center (CPIC).

NOTE: This does not apply to less serious transgressions (acts or omissions which warrant prompt and appropriate action but does not require a Log Number) for which summary punishment may be administered consistent with the Department directive titled "[Summary Punishment](#)."

- (2) record all the information available at the time the allegation was received in a written Initiation Report ([CPD-44.100](#)) and forward the original report to COPA with an emailed copy provided to BIA (at biaintake@chicagopolice.org), COPA (at copa-intake@chicagocopa.org), and the reporting party/third party's commanding officer without unnecessary delay, but prior to the end of the reporting party/third party's tour of duty and within 24 hours. A transmittal letter or cover sheet is not required when such reports or documents are forwarded.
 - (a) Accountability sergeants and supervisors assigned to BIA will not use the paper Initiation Report ([CPD-44.100](#)) and will record the information directly into the Case Management System (CMS) according to BIA operational procedures. In this instance, a Quick View Report from the CMS will be created by the reporting party/third party and will be forwarded to BIA, COPA, and the reporting party/third party's commanding officer as outlined above.
 - (b) Accountability sergeants and supervisors assigned to BIA will advise the reporting party/subject of the Log Number generated by CMS.
 3. When a supervisor receives any information from a Department member concerning misconduct or any misconduct-related information, the supervisor will ensure a complaint is initiated consistent with Item IV-C-2 of this directive.
 4. If the complaint includes information that a Department member refused to accept a complaint, discouraged the reporting of the complaint, or provided false or misleading information about reporting a complaint, the supervisor will ensure the documentation of the complaint includes these additional allegations in addition to the original allegations.
 5. If the supervisor allegedly authorized, allegedly engaged in conduct that led to, allegedly witnessed, or allegedly participated in the incident complained of, the supervisor will contact his or her immediate supervisor, who will assign another supervisor to immediately accept and document the complaint and submit the complaint to COPA consistent with the procedures outlined in Item IV-C-2 of this directive.
 6. If the complaint or allegation of misconduct includes that a Department member retaliated against a Department member or member of the public, the supervisor will follow the procedures outlined in the Department directive titled "[Prohibition of Retaliation](#)," including taking any appropriate action to stop any continuing acts of retaliation, in addition to following the procedures outlined in this directive.
- D. When incidents regarding allegations of misconduct are taken at the OEMC, the individual receiving the allegation will forward the phone call to COPA.

E. Absent an accompanying allegation of misconduct, the following circumstances will not be accepted as complaints:

1. Disputes between a Department member and a member of the public as to whether an Administrative Notice of Ordinance Violation (ANOV) Citation, Civil Law Citation, Ordinance Complaint, Personal Service Citation, or Violation Notice should have been issued.
2. Disputes concerning the provisions of a collective bargaining agreement. The grievance process will adjudicate these disputes.

EXCEPTION: However, if there is an accompanying allegation of misconduct, the responding supervisor will accept, document, and submit the complaint consistent with Item IV-C-2 of this directive. If there is no allegation of misconduct, the responding supervisor will provide the member of the public COPA's contact information consistent with Item IV-B-1-b of this directive.

F. If any supervisor determines that a complaint may warrant a confidential Log Number, the supervisor will record all information available at the time the allegation is received or the supervisor otherwise becomes aware of the possible misconduct. The information will be contained in a To-From-Subject Report directed to the Chief of the Bureau of Internal Affairs, with the subject line "Request for Confidential Investigation." The supervisor will:

1. **NOT** obtain a Log Number.
2. **NOT** use fax or email to transmit any report.
3. notify a BIA supervisor and hand-carry the report to the Administrative Section, BIA.

NOTE: The Chief of BIA, or designee, will determine if the complaint is of a sensitive or highly confidential nature to warrant a confidential Log Number investigation.

IV. INTAKE AND ASSIGNMENT OF INVESTIGATIONS

A. Civilian Office of Police Accountability (COPA)

COPA investigates allegations of excessive force and other matters as directed by the Municipal Code of Chicago, Title 2, Chapter 2-78 and outlined in Item V-A-6-a of this directive. Pursuant to this authority and COPA's internal procedures, upon receipt of a complaint or an allegation of misconduct against a Department member, the appropriate member of COPA:

1. records the incident.
2. enters the required information into the Case Management System (CMS), recording the pertinent available information and circumstances of the allegation.
3. generates a Log Number for the incident and advises the reporting party of receipt of the complaint and the assigned Log Number within five business days of receipt. The notice to the reporting party will also contain:
 - a. a determination of whether COPA or BIA will be investigating the complaint, and
 - b. how they or their representative may inquire about the status of the investigation.

NOTE: The notice will not contain any language discouraging participation in the investigation.

4. notifies the Chief Administrator and other members of COPA, as appropriate.
5. reviews the nature of the allegation(s) of misconduct and appropriately classifies the complaint, even if the reporting party does not accurately characterize the alleged misconduct.

6. makes a determination to either retain the Log Number investigation or assign the Log Number investigation to BIA. Pursuant to MCC 2-78-120, COPA will retain Log Number investigations of the following:
 - a. complaints against Department members alleging:
 - (1) domestic violence, defined as physical abuse (other than sexual abuse), harassment, stalking, intimidation, or violations of orders of protection (or similar court orders) involving a sworn member's family or household member.
 - (2) excessive force, defined as a Department member's application of force which, either because of the type of force employed or the extent to which such force is employed, exceeds the force that reasonably appears to be necessary under all the circumstances surrounding the incident, including whether any use of force was appropriate.
 - (3) coercion, defined as the use of improper or unlawful force or threats, express or implied, in order to compel a person to act against his or her will, including compelling a person to make statements.
 - (4) verbal abuse, defined as the use of oral or written remarks that are overtly insulting, mocking, or belittling, directed at a person based upon the actual or perceived race, immigration status, color, gender, age, religion, ancestry, national origin, sexual orientation, disability, marital status, parental status, military discharge status, source of income, or gender identity or expression of that person. "Verbal abuse" will also include any unwelcome sexual advances or requests for sexual favors.
 - (5) sexual misconduct.

NOTE: After conferring about the details of a particular sexual misconduct investigation with the Bureau of Internal Affairs, COPA may refer complaints to the Bureau of Internal Affairs if the Chief Administrator and the Bureau of Internal Affairs jointly determine that the Bureau of Internal Affairs may conduct the administrative investigation into the complaint and that doing so avoids unnecessary disruption to the complainant.
 - (6) improper search or seizure of either individuals or property.
 - (7) unlawful denial of access to counsel.
 - b. incidents involving Department members, including those in which no allegation of misconduct is made:
 - (1) the discharge of a firearm in a manner that potentially could strike another individual.
 - (2) the discharge of a Taser or other weapon in a manner that results in death or serious bodily injury.
 - (3) the death or serious bodily injury of a person while detained or in Department custody, or as the result of police actions.
 - (4) officer-involved deaths, as outlined in the Police and Community Relations Improvement Act (50 ILCS 727/1-5).
7. for Log Number investigations assigned to BIA:

- a. notify BIA whenever specific allegations of misconduct are not investigated by COPA. COPA will immediately notify BIA for those incidents as agreed upon by COPA and BIA.
 - b. forward the appropriate automated Log Number investigations and attachments to BIA.
8. investigate any allegations of misconduct in a fair and impartial manner pursuant to its authority and internal procedures.
- B. COPA will initiate the intake process upon receipt of information from the Cook County State's Attorney's Office, United States Attorney's Office, Cook County Public Defender's Office, or the Federal Defender's Office that may suggest misconduct involving any affirmative judicial findings made during the course of criminal proceedings that a Department member was untruthful, including any findings made at suppression hearings.
1. If the Bureau of Internal Affairs (BIA) is in receipt of information as outlined above, the BIA member receiving the information will notify COPA within one day of receiving the information to initiate the intake process.
 2. As a reminder, Department members have a duty to report misconduct, including learning that a Department member was untruthful as outlined above, consistent with the Department directive titled "[Complaint Initiation and Log Number Investigation Assignment](#)."
- C. Bureau of Internal Affairs (BIA)
1. BIA or its designees investigate all complaints against Department members not conducted by COPA or the Office of the Inspector General upon the receipt of a Log Number investigation.
 2. BIA has the authority to assist and support accountability sergeants with or without request, particularly if the seriousness of the alleged violation appears to warrant involvement of BIA in the Log Number investigation.
 3. Upon receipt of a Log Number investigation from COPA, the BIA Intake and Analytical Section will begin the preliminary investigation, including but not limited to the following:
 - a. if additional information is needed, make initial contact with the reporting party via telephone, webmail, or sending a Request for Additional Information letter.
 - b. in the circumstance that a Log Number is administratively closed (e.g., it is duplicative, the accused is not a Department member) send an Administrative Closure Letter to the reporting party with an explanation as to the decision to administratively close a Log Number investigation and any applicable remedy (e.g., challenge a citation through the courts or Administrative Hearings).
 - c. send an Initial Assignment Letter to the reporting party confirming the assignment of the Log Number investigation to a BIA investigator or accountability sergeant within five business days of receipt of that assignment.
 - d. assign the investigation to an investigator in BIA's Investigations Division or an accountability sergeant to efficiently investigate the incident in a fair and impartial manner consistent with the Department directive titled "[Complaint and Disciplinary Investigators and Investigations](#)."
 4. BIA investigators and assigned accountability sergeants will investigate all complaints in a fair and impartial manner consistent with BIA internal procedures.
- D. The reporting party/subject may track the status of his or her complaint, from the intake process through final disposition, via the assigned Log Number:

1. by contacting BIA via telephone or in person at:
Bureau of Internal Affairs – Chicago Police Department
3510 S. Michigan Ave.
Chicago, IL 60653
(312) 745-6310
(312) 745-6877 TTY.
2. by contacting COPA via telephone or in person at:
Civilian Office of Police Accountability (COPA)
1615 W. Chicago Ave, 4th Floor
Chicago, Illinois 60622
(312) 745-3598 TTY.
3. online via the BIA Accountability Dashboard located at:
<https://home.chicagopolice.org/statistics-data/data-dashboards/accountability-dashboard/>
4. online via the COPA Cases Summary website located at:
<https://data.cityofchicago.org/Public-Safety/COPA-Cases-Summary/mft5-nfa8>

(Items indicated by *italics/double underline* have been added or revised)

David O. Brown
Superintendent of Police

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