

*The City of Saint Paul is committed to excellence in its police department and to providing trusted service with respect. We need the public's help to achieve this goal. When your interactions with a Saint Paul Police Officer are not what you expect from your police department, it is your right to make a complaint.*

## **Here are some things to keep in mind if you are approached by a police officer:**

### **During the incident:**

- Do your best to remain calm
- Try to identify the officer(s)' name and badge number. If that's not possible, look for distinguishing characteristics (ex: height, weight, tattoos, hair color)
- Ask for the officer(s)' business card

### **After the incident:**

- As soon as possible, write down or record everything that happened so that you have a clear memory of the encounter
- If possible, identify witnesses who were at the scene and can help verify your story
- If you were injured, seek medical treatment and document injuries with photos



The Most  
Livable City  
in America

### **Saint Paul's Police Civilian Internal Affairs Review Commission**

15 Kellogg Blvd. W., Suite 240  
Saint Paul, MN 55102  
Email: [civilianreview@ci.stpaul.mn.us](mailto:civilianreview@ci.stpaul.mn.us)  
Phone: (651) 266-8970  
Fax: (651) 266-8962  
<https://www.stpaul.gov/pciarc>



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City in America

## **Filing a complaint against a Saint Paul Police Department Officer**



## You may want to consult an attorney before filing a complaint if:

- You are facing criminal charges. Information from your complaint could be shared with the investigating agency
- You believe the incident demands civil and/or criminal charges

## What to expect after a complaint is filed:

1. Within a week you will receive a letter from the Civilian Review Coordinator confirming receipt of your complaint and letting you know that the complaint has been transferred to Internal Affairs.
2. Internal Affairs will send you a letter notifying you of the status of your complaint.
3. The case will be reviewed by the Police Civilian Internal Affairs Review Commission (PCIARC), a group of nine civilians appointed by the mayor.
4. Prior to reviewing your case, you will receive a letter inviting you to give a statement to the PCIARC at the review meeting. The choice to provide a statement is optional.
5. After case review, the Commissioners make a recommendation to the Chief of Police, who will make a determination about the complaint and discipline.
6. Employees have the option to appeal disciplinary action.
7. When the process is complete, you will receive a letter notifying you of how your complaint was resolved. This process can be time consuming. Please do not be concerned if you do not receive any information for an extended period of time.

### Complaint Intake

- Complaints may be submitted online, in person or by mail
- Must include a name and a signed statement
- Minnesota state law forbids anonymous complaints

### Internal Affairs

- Complaint reviewed and investigation begins
- Complainant may be contacted by an investigator to gather additional details

### PCIARC Review and Recommendation to the Chief

- Reviews cases after the complaint has been investigated
- Complainant has an opportunity to testify before the commission

### Police Chief makes Final Decision

- Complainant receives a letter from the Chief of Police once there is a final disposition

*Questions? Contact the Civilian Review Coordinator at [civilianreview@ci.stpaul.mn.us](mailto:civilianreview@ci.stpaul.mn.us) or (651) 266-8970*



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## How to file a complaint

- Online: [www.stpaul.gov/pciarc](http://www.stpaul.gov/pciarc)
- In person:  
**Saint Paul Department of Human Rights & Equal Economic Opportunity**  
15 Kellogg Blvd W., Suite 240  
Saint Paul, MN 55102

A Complete list of complaint locations can be found at [www.stpaul.gov/pciarc](http://www.stpaul.gov/pciarc)

- Contact the Civilian Review Coordinator at [civilianreview@ci.stpaul.mn.us](mailto:civilianreview@ci.stpaul.mn.us) or (651) 266-8970

## When filing the complaint:

1. Include your name and contact information
2. Sign your statement
3. Include key facts:
  - **Who** was involved? (ex: Officer(s), witnesses, medical professionals)
  - **What** occurred?
  - **Where** did this happen? (This can help identify the officers and well as additional witnesses)
  - **When** did this happen? What was the timeline leading up to the incident?
  - **Optional:** Please add anything else you think is important
4. Include any contact information you have for identified witnesses
5. If injured, include any photos or medical records that document those injuries
6. Include additional evidence (ex: photos or video)