

CITIZEN POLICE COMPLAINT PROCESS
Independent Review Office of the Police Oversight Commission

Citizen Complaint is received by E-Mail at the IRO, APD Internal Affairs, police sub-station or via US Mail.

Complaint is reviewed by the IRO to determine if the IRO has jurisdiction to investigate the complaint. The complaint is assigned a Citizen Police Complaint Number. If there is jurisdiction, a certified letter is sent to the complainant indicating that the complaint has been assigned for investigation.

INVALID COMPLAINTS

Invalid complaints inactivated. The citizen is sent a certified letter after approval by the POC stating the reason for the inactivation.

Mediated Complaints

Complaints that are successfully mediated are also inactivated. A certified letter is sent to the complainant and a copy of that letter is sent to the APD after approval by the POC.

VALID COMPLAINTS

A Valid Complaint is assigned to an IRO investigator or an APD Internal Affairs Investigator for investigation. If the complaint is successfully mediated it is inactivated by the IRO and the POC and no further investigation is conducted. Non mediated complaints are fully investigated.

FULLY INVESTGATED COMPLAINTS

The Investigator gathers evidence, interviews the complainant, the witnesses, and the officers involved. The Investigator reviews relevant SOP's , or applicable rules or regulations and the writes an investigative report documenting the investigation and suggests findings and conclusions regarding the alleged violations of Standard Operating Procedure. The report is forwarded to the Independent Review Officer for approval and the writing of a draft public record letter. This process can take up to 120 calendar days.

Completed investigative file with the draft IRO Findings letter is sent through the Albuquerque Police Department Chain of Command for review. Once the Chief of Police reviews and agrees with the IRO's findings, the file is sent back to the IRO to forward to the POC for approval.

The IRO's Findings Letter is sent to the Complainant via certified mail. The letter tells the citizen that if they disagree with the findings that they can appeal the decision to the POC .

CITIZEN APPEAL

If the citizen appeals the Findings of the IRO and POC, the appeal is scheduled for public hearing