

CCA Frequently Asked Questions

1. **What is the Citizen Complaint Authority?**

The Citizen Complaint Authority's mission is to investigate serious interventions by police officers and to review and resolve all citizens' complaints in a fair and efficient manner. Citizen Complaint Authority has three components:

- (1) A Board of seven citizens appointed by the Mayor and approved by City Council;
- (2) A full-time Director with appropriate support staff; and
- (3) A team of professional investigators.

2. **What is the Citizen Complaint Authority Board?**

The Citizen Complaint Authority Board consists of a diverse array of seven individuals from a cross-section of the Cincinnati community, who have the requisite education and experience to impartially review evidence and render judgments on alleged police officer misconduct.

3. **Who can file a complaint?**

Any person who feels he or she has been the victim of Cincinnati police misconduct or a person who witnessed Cincinnati police misconduct may file a complaint. You can also file an anonymous complaint. Anonymous complaints will be treated with the same importance as any other complaint.

4. **How do I file a complaint?**

You can complete an official complaint form [online](#) or prepare a written account of your complaint and submit by mail or by [email](#). Complaints can be filed in person at the [Citizen Complaint Authority office](#) between the hours of 8:00 am until 3:00 pm, Monday through Friday. Feel free to contact the [Citizen Complaint Authority office](#) during regular business hours (8:00 am through 4:00 pm, Monday through Friday) at 513-352-1600 with any questions.

5. **What information do I need to provide?**

When you file a complaint against a Cincinnati Police Officer, please include the date, time, and location of the incident. If possible, please provide the officer's name, badge number, and physical description. If there are witnesses, list the witnesses' names, addresses and telephone numbers. If you have injuries, include the nature of the injuries. If you were treated for your injuries, include the name of the person administering treatment and the facility where you received treatment. If possible, please be date, time and location specific.

6. **What happens to your Citizen Complaint Authority complaint?**

The Executive Director determines whether specific complaints are within Citizen Complaint Authority's jurisdiction. Complaints that are not suitable for Citizen Complaint Authority investigation are referred to Cincinnati Police Department for investigation. Under the Citizen Complaint Authority jurisdiction, the Citizen Complaint Authority Board will review completed investigations, and the City Manager will decide the final disposition of your complaint. Citizen Complaint Authority will notify you when a final disposition has been reached on your complaint. View this [diagram](#) to understand the Citizen Complaint Authority process.

7. **What are Citizen Complaint Authority's investigative findings?**

Sustained: If there is sufficient evidence to prove the allegation(s) made in the complaint, the complaint is ruled 'Sustained'. The Chief of Police will take appropriate disciplinary action.

Not Sustained: With insufficient evidence, the case will be ruled 'Not Sustained' and no further action is taken.

Exonerated: If the officers is found to have acted properly and in accordance with CPD policies, procedures, or training Citizen Complaint Authority will present an 'Exonerated' finding and no further action is taken.

Unfounded: If the information provided by the complainant does not match the evidence obtained, the complaint is ruled 'Unfounded' and no further action is taken.

8. **How can I compliment the performance of a Cincinnati police officer?**

Go to the Cincinnati Police Department's [website](#) and complete the form.

9. **How do I request Citizen Complaint Authority public records?**

Please contact Citizen Complaint Authority at 513-352-1600. You may be asked to put your request in writing. The City will not require a written request; however, submitting the request in writing allows the City to better track the request. [Public Records in Ohio](#).