Summary of the Complaint Process

Step One: Initiate Complaint
- In person
- By Mail
- By Email
- By Telephone

Step Two: Internal Investigations Unit
- Complaint is documented
- Complaint is reviewed
- Complaint is investigated
- Recommendations on Disposition
- Recommendations on Discipline

Step Three: Final Disposition
- Sustained
- Not Sustained
- Exonerated
- Unfounded
- Exceptionally Closed

Step Four: Notification to Complainant
- At the end of a complete and thorough investigation by the Office of Professional Standards, you will receive the official disposition of your complaint in writing via U.S. mail or email.

There are other proactive corrective actions that might be taken by the Department in regards to an investigation:

Counseling
Training
Psychological Intervention

Participating in a Substance Abuse Program

If you would like to register a complaint or if you have any questions or concerns involving the complaint process and procedures contact:

The Office of Professional Standards
950 Joseph E. Lowery Boulevard NW, Atlanta, GA 30318
404-546-5945
Office hours: 8 a.m. to 6 p.m.

Complaints can also be registered at the listed Atlanta Police Department Precincts and on line at www.Atlantapd.org:

Zone 1
2315 Bankhead Hwy.
(404) 799-2487

Zone 4
1125 Cascade Cir.
(404) 756-1903

Zone 2
3120 Maple Drive
Atlanta, GA 30305
(404) 624-0674

Zone 5
190 Marietta St.
(404) 658-7830

Zone 3
880 Cherokee Ave.
(404) 624-0674

Zone 6
2025 Hosea Williams Dr.
(404) 658-6782
Commending An Officer

Any person who wishes to commend an officer or employee of the Department may do so by contacting the Office of the Chief of Police, the Office of Professional Standards, or a supervisor at any worksite in the Department. Please provide as much information as possible about the officer as well as the reason he or she should be commended. In addition, please provide your name and contact information in order to contact you if necessary (all information will be kept confidential).

The Complaint Process

The Department provides thorough, impartial investigations of all allegations of employee misconduct and imposes appropriate disciplinary actions for all sustained employee work rule or city ordinance violations. The Department strives for consistency in its application of discipline. For minor policy infractions, the Department imposes disciplinary actions which are in accordance with the philosophy of progressive discipline, and provides consideration for mitigating and/or aggravating factors. These include: employee intent, past performance, degree of culpability, discipline history, severity of infraction, acceptance of responsibility by the employee and other relevant factors.

Who may register a complaint?

A complaint may be made by any citizen, or employee of the City of Atlanta.

Acceptance of Complaints

Complaints against any Atlanta Police Department employee will be accepted from any source at the Office of Professional Standards or by any supervisor at any facility in the Department, regardless of the location of the alleged occurrence. If the complaint is clearly Priority II, the supervisor may put the complainant directly in touch with the employee's supervisor or take the complainant to the employee's supervisor.

Complaints are defined in two categories:

*Priority I* - Allegations of employee misconduct of a major nature that are usually investigated by the Office of Professional Standards

*Priority II* - Any complaints not meeting any of the criteria for Priority I, including allegations that involve a vehicular accident, discourtesy, or other lesser misconduct by Departmental employees. Priority II complaints are normally investigated by the employee’s supervisor.