

## WHO WE ARE & WHAT WE DO

- The IPM is a city agency that oversees the NOPD, but is independent of the NOPD.
- The IPM monitors how the NOPD operates and recommends reform measures.
- We monitor NOPD misconduct and major use of force investigations to determine if the process is timely, thorough, and fair.
- We collect and analyze data to identify NOPD problem areas.
- We write public reports about the observations and data collected.
- We encourage constructive and informed public dialogue about the NOPD.

### Who we are:

Police Monitor Susan Hutson is supported by Deputy Police Monitor Ursula Price, Mediation Program Director Alison McCrary, Auditor, Eileen Shanklin-Andrus Office Manager Renee' Livious

## FREQUENTLY ASKED QUESTIONS

### Does the IPM publish information about its work and findings?

Yes, the IPM issues an annual report by March 31st of every year. We also issue reports about related topics, such as our review of NOPD's stop-and-frisk actions. These may be found at [www.nolaipm.org](http://www.nolaipm.org).

### Does the IPM investigate complaints?

In general, the IPM reviews complaint investigations. In addition, we observe how Officer Involved Shootings and other critical incidents are handled.

### How does the IPM get the information it needs from the NOPD?

The IPM and NOPD have a Memorandum of Understanding about information sharing. We have agreed to share access to the IPM-PIB database.

### Who conducts the investigation of the complaint?

Regardless of whether the complaint is filed with the Independent Police Monitor or the NOPD, the NOPD PIB generally conducts the investigation and the Independent Police Monitor monitors it.

## COMMUNITY OUTREACH

Your Police Monitor recognizes the importance of community leadership in making New Orleans a safer city. We want to be in touch with you! There are many opportunities to meet, speak with, and make complaints to your IPM staff.

- **Community Events:** IPM hosts and attends community events throughout the year. Our focus is public education on rights and responsibilities during police encounters. We also offer information on our office's functions and responsibilities. If you would like an IPM presentation at your event, call Community Relations at 504-309-9799.
- **Partnerships with Community Organizations:** Several community organizations support IPM work by getting training to take complaints and commendations in their neighborhoods and hosting the IPM at events and trainings. If you would like to become a Community Partner, please contact Community Relations at 504-309-9799.

## COMMUNITY-POLICE MEDIATION

The New Orleans Community-Police Mediation Program was established with community and NOPD support to build mutual understanding and improve relationships. The program is an alternative to the traditional complaint investigation process. Mediation is voluntary, non-confrontational, and confidential. Two professional community mediators facilitate as residents and officers share how their interaction affected one another and play an active role in creating a solution. Complaints such as professionalism and discourtesy may qualify for mediation.

Please join our mailing list by scanning the QR below!



# Independent Police Monitor

Susan Hutson  
Police Monitor

City of New Orleans



*BUILDING PUBLIC CONFIDENCE  
thru  
TRANSPARENCY,  
ACCOUNTABILITY,  
&  
FAIRNESS*

2714 Canal Street, Suite 201  
New Orleans LA 70119  
504-309-9799

[www.nolaipm.gov](http://www.nolaipm.gov)

[www.facebook.com/nolaipm](http://www.facebook.com/nolaipm)  
[www.twitter.com/nolaipm](http://www.twitter.com/nolaipm)

## WHY FILE A COMPLAINT?

### WE NEED YOUR HELP TO DO OUR JOB.

Complaints are the only way we can find out about police misconduct.

### IPM TAKES YOUR COMPLAINT SERIOUSLY.

Although PIB still investigates complaints, they are now under a level of scrutiny they have never experienced before. In other words, the complaint review process now has oversight and we have input on the investigations that we review.

### YOUR EXPERIENCES MATTER.

The community has a role and responsibility in public safety. One of the best ways for individuals to do their part in improving the New Orleans Police Department is by being vocal about their experiences.

### WE CAN ONLY SAVE OURSELVES.

Although it is exciting to see the federal government take an important role in helping us solve our problems through the consent decree, it is up to *all of us* to take the lead on resolving our public safety issues.

## HOW TO FILE YOUR COMPLAINT

### IPM

You can file with us by phone, fax, mail, email, on our website at [www.nolaioig.org](http://www.nolaioig.org), or in person at our offices in the Liberty Bank Building. Hrs 10:00am-3:00pm. 2714 Canal Street, Suite 201  
 Phone: 504-309-9799 Fax 504-309-7345  
 Email: [policemonitor@Nolaipm.gov](mailto:policemonitor@Nolaipm.gov)

### PIB

NOPD Public Integrity Bureau—You can also file your complaint directly with the NOPD, in person, by phone or by mail at 118 North Rocheblave St., New Orleans, LA 70119 (504) 658-6800.

### OTHER AGENCIES

For complaints of Criminal Activity **only** you can file with:

- District Attorney's Office—(504) 822-2414
- FBI — (504) 816-3300.

### REMOTE INTAKE SITES

You may also file complaints with community organizations partnered with the IPM. For a complete list, visit [www.nolaipm.gov](http://www.nolaipm.gov).

## NOPD COMPLAINT PROCEDURE

OFFICE OF THE INDEPENDENT POLICE MONITOR (OIPM)

# 10 STEPS

OF THE FILING OF A COMPLAINT OF POLICE MISCONDUCT



## COMPLAINT/COMMENDATION FORM

We strongly encourage you to complete this section for the purpose of follow-up but you can file anonymously as well if you choose.

### Your Information

Name: \_\_\_\_\_  
 Race: \_\_\_\_\_ Gender: \_\_\_\_\_  
 DOB: \_\_\_\_\_  
 Address: \_\_\_\_\_

Phone Numbers: (Home) \_\_\_\_\_  
 (Mobile): \_\_\_\_\_ (Other) \_\_\_\_\_

### Complaint/Commendation Information

Date & Time of Incident: \_\_\_\_\_

Have you filed a complaint with NOPD about this incident as well? If so, what is the complaint number?  
 \_\_\_\_\_

Description of Officer(s) or Employee(s): (Ex: Name, race, Gender, Badge#, Car #)  
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Incident:  
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### Witness Information

(Name, Address & Telephone Number)  
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