



COMPLAINT PROCESS

Frequently Asked Questions



Question: Where can I make a complaint against a member of the Rochester Police Department?

Answer: A complaint against a member of the Rochester Police Department can be made at the Center for Dispute Settlement (The Center) or the RPD Professional Standards Section (PSS). You can also call 911 or 311 and request to speak to a patrol supervisor if you wish to make a complaint against a member of the department. Additionally, complaints can be made on the City of Rochester website and MyPD smart phone applications.

The Center for Dispute Settlement is not affiliated with the Rochester Police Department but is a citizen based public service organization; complaints can also be initiated online at The Center for Dispute Settlements website link <http://www.cdsadr.org/commtty-details.html#policecompl> which provides a link to email fliberti@cdsadr.org

Question: Where is the Center for Dispute Settlement office located?

Answer: The Center is located in the Reynolds Arcade Building, Suite 800 at 16 E. Main Street.

Question: Where is the Professional Standards Section office located?

Answer: PSS is located at 492 Lyell Avenue.

Question: Do I have to make an appointment to file a complaint?

Answer: No. The Center for Dispute Settlement and PSS take walk-ins but an appointment is recommended. You can make an appointment with The Center by calling 585-546-5110 and PSS by calling 585-428-7131.

Question: What hours of the day are The Center and PSS open for business?

Answer: The Center is open Monday through Thursday, 8:30 a.m. – 4:30 p.m. Center staff members are available to meet with citizens during non-business hours and at locations throughout the community. PSS is open Monday through Friday from 8:15 a.m. until 4:30 p.m.

Question: If I make my complaint with the Center will I be speaking to an officer?

Answer: No. The Center is a civilian organization staffed with trained mediators who can inform you of the police complaint process and assist you with initiating your complaint. You will eventually be contacted by a PSS Sergeant after your complaint is forwarded to PSS by The Center staff. PSS will then schedule you for an appointment at the Lyell Avenue office.

Question: When I go to PSS to make a complaint, how long will I be there?

Answer: The complaint intake process will take approximately 1 hour if you have an appointment. If you chose to walk-in to the PSS office, then the process may take longer depending on how many people are at the office prior to your arrival.

Question: Can I bring somebody with me to make my complaint?

Answer: Yes. You may bring an attorney or advocate of your choosing with you during the process. You will also be provided with the opportunity to have a Center for Dispute Settlement Community Advocate accompany you during the complaint deposition process at PSS. If you choose to have the Community Advocate present, The Center will make arrangements to meet you at PSS when you are scheduled to provide your statement. It is recommended that you do not bring younger age children with you to the PSS office. Our office is not equipped to properly care for children.

Question: What does The Center Community Advocate do?

Answer: They serve as an advocate for a fair, thorough and timely police complaint process. The Center Community Advocate is available to assist the complainant on a one-to-one basis with any questions or concerns.

Question: What does the complaint intake process consist of?

Answer: The complaint intake consists of several steps. First, you will talk with a PSS Sergeant. A complaint form, advisement form, medical waiver (if applicable), photos (if applicable) and a sworn stenographic statement will then be completed.

Question: Will I be interrogated for hours during my statement?

Answer: No. You will not be interrogated, but you will be asked a series of questions directly related to the allegations you are making against the member of the department. In most cases, the statement will take about 30 minutes.

Question: Can I obtain a copy of my statement?

Answer: Yes. Just sign a waiver and a PSS Sergeant will call you when the statement is ready for you to pick up. For confidentiality reasons, the statement cannot be mailed and you must personally pick up the statement.

Question: What happens after I finish the complaint intake process?

Answer: A PSS Sergeant will provide you with information explaining the complaint process, the investigative steps, a business card with the PSS Sergeant's contact information and a voluntary customer survey. The PSS Sergeant will explain the information and you will have an opportunity to ask questions about the process.

Question: What happens after I have completed the intake process?

Answer: Your complaint will be assigned to a sergeant for investigation. This may not be the same sergeant that processed your intake. The investigation will include obtaining all possible evidence; including but not limited to witness and officer statements. Once the investigation has been completed, the case will be forwarded for review by Department Command Staff members and the Civilian Review Board. Upon completion of the review process you will be notified of the finding(s) in writing via certified mail.

Question: Besides the final letter, will I receive any other correspondence from PSS?

Answer: Yes. You will receive an update letter every 30-days describing what stage the complaint is currently in; it is very important you notify the PSS staff of any change in address or phone number. You may also call the PSS office anytime to ask questions, provide additional information and/or obtain a case status. If you have authorized the Advocate to assist you with your complaint, you can also contact The Center's Community Advocate at any time for information about your complaint.

Question: How long will it take before I am notified about the outcome of the case?

Answer: The complete process, which includes the initial intake, investigative and review stages, takes approximately 4 to 6 months to complete. We understand this complaint is important to you and it is also important to the affected officer. Every effort will be made to help ensure a case decision is made as soon as possible without compromising the thoroughness or fairness of the complaint process.

Question: Will PSS provide me with an interpreter?

Answer: Yes. PSS will make arrangements to provide you with a language interpreter for your primary language or a sign language interpreter to assist you with the intake process. It is strongly recommended that if you need the services of an interpreter, you schedule an appointment ahead of time. This will assist PSS in making the necessary arrangements.

Question: Can my young adult child make a complaint against a member of the police department?

Answer: Yes. If your juvenile child is making a complaint, you may sit in with them during the complaint intake. However, if you are a witness, it is recommended that you arrange for The Center Community Advocate or another adult family member accompany your child during the statement. This will assist in maintaining the integrity of the case.