

Atlanta



ATLANTA CITIZEN  
REVIEW BOARD  
(ACRB)

Investigations Overview

Board

# INTEGRITY

Integrity - firm adherence to a code of especially moral or artistic values.  
<https://www.merriam-webster.com/dictionary/integrity>

The ACRB's guiding principle is integrity. The agency conducts its operations with integrity demonstrated through thoroughness, objectivity, fairness and transparency.



# THE COMPLAINT FORM

The complaint form provides all the information that is required to initiate an investigation. **\*Complaints must be signed and received within one (1) (365 days) of the incident.**

The more information that a citizen can provide on the complaint form increases the agency's efforts to successfully gather all relevant evidence.

Must have:

- **Contact information:** provide a phone number, address, email address that the agency can use to contact you
- **Date of incident** – when did the interaction with the officer occur?
- **Allegation** – first hand knowledge of what happened
- **Signed complaint** – you must sign the complaint.



## Citizen Complaint Form

### INSTRUCTIONS

The Atlanta Citizen Review Board (ACRB) accepts complaints against officers of the Atlanta Police Department (APD) and the Atlanta Department of Corrections (ADC).

By law, ACRB is authorized to review the following types of complaints: **abuse of authority, abusive language, appropriate action required, conduct, discrimination, discriminatory references, failing to provide identification, false arrest, false imprisonment, harassment, retaliation, and use of excessive force, serious bodily injury, death and violation of APD & ADC department standard operating procedures.**

The ordinance further requires that complaints be filed within 180 days of the incident.

Your complaint will be reviewed and classified by the Investigation Manager of the ACRB. You will receive an acknowledgement confirming receipt of the complaint. If the incident is investigated, you may be asked to provide a more complete statement under oath. Some information provided to the ACRB is subject to the Georgia Open Records Act.

**IMPORTANT!** Fill in this form COMPLETELY. You must PRINT or TYPE all your answers. IF YOU NEED HELP completing this form, please call us at 404-865-8622, or email us at [acrb@atlantaga.gov](mailto:acrb@atlantaga.gov). Complaints may also be filed online: [www.acrb.org](http://www.acrb.org).

**RETURN THIS COMPLETED FORM in person or by fax or mail to this address:**

**COMPLAINANT INFORMATION**

Name: First \_\_\_\_\_ Last \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone: Home ( ) \_\_\_\_\_ Work ( ) \_\_\_\_\_  
 Cell ( ) \_\_\_\_\_ Emergency No. ( ) \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Employer: \_\_\_\_\_  
 Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Current Age: \_\_\_\_\_  
 Gender: \_\_\_ Male \_\_\_ Female  
 Race: \_\_\_ African American \_\_\_ Asian \_\_\_ Hispanic \_\_\_ White \_\_\_ Other

**INCIDENT INFORMATION**

Incident Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Incident Time: \_\_\_\_:\_\_\_\_ a.m. or \_\_\_\_ p.m.  
 Incident Location: \_\_\_\_\_

**Name /Badge Number of Officer(s) Involved:**

Officer \_\_\_\_\_ Badge No. \_\_\_\_\_  
 Officer \_\_\_\_\_ Badge No. \_\_\_\_\_  
 Officer \_\_\_\_\_ Badge No. \_\_\_\_\_

**Officer(s) Employed by:** \_\_\_ Atlanta Police Department, OR  
 \_\_\_ Atlanta Department of Corrections

**Name(s) of Witness(es) to Incident:**

Name \_\_\_\_\_ Contact No. \_\_\_\_\_  
 Name \_\_\_\_\_ Contact No. \_\_\_\_\_  
 Name \_\_\_\_\_ Contact No. \_\_\_\_\_

Is there any evidence available about the incident, such as copies of traffic tickets, police reports, photographs or medical records? \_\_\_ Yes or \_\_\_ No  
 If "Yes," please describe and attach copies: \_\_\_\_\_

Please describe your complaint (You may use additional paper if necessary):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Would you be willing to meet with the officer to discuss this issue? \_\_\_ Yes or \_\_\_ No

How did you hear about the ACRB? \_\_\_\_\_

I solemnly swear or affirm that the above statement is accurate.  
**Signature of Complainant Party:**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
**Important Note! This complaint cannot be processed without a signature.**

**FOR OFFICE USE ONLY** Date Received: \_\_\_\_\_  
 Received by: \_\_\_\_\_

Atlanta Citizen Review Board / 55Trinity Ave., SW, Suite 9100 / Atlanta, Georgia 30303  
 Office: 404-865-8622 / Fax: 404-546-8401 / [acrb@atlantaga.gov](mailto:acrb@atlantaga.gov)



# THE COMPLAINT FORM

To help speed up the investigation:

- **Incident location:** where did the interaction occur?
- **Details of the officer** – if you do not have the name or badge number, provide physical description of officer.
- **Witnesses** – very helpful.

## Filing Tips

- Can be submitted online, in-person or email.
- Stay in contact with the office.
- Return all forms to the office (complaint and medical releases). **We cannot investigate your complaint without a signed complaint.**



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 Email Address: \_\_\_\_\_  
 Employer: \_\_\_\_\_  
 Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Current Age: \_\_\_\_\_  
 Gender: \_\_\_ Male \_\_\_ Female  
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Name /Badge Number of Officer(s) Involved:  
 Officer \_\_\_\_\_ Badge No. \_\_\_\_\_  
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 Name \_\_\_\_\_ Contact No. \_\_\_\_\_  
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# ANONYMOUS COMPLAINTS

We accept anonymous complaints.

Must have first-hand knowledge of the incident.

Must request anonymity based on a credible belief that you will face prosecution or harassment.

The Executive Director has reasonable discretion to grant anonymity.

In many instances the only contact the ACRB will have with an anonymous source is the initial contact; therefore, it is extremely important that the anonymous source provide as many details of the incident as possible.

Most anonymous complaints are filed by witnesses to an officer's actions.



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 Phone: Home ( ) \_\_\_\_\_ Work ( ) \_\_\_\_\_  
 Cell ( ) \_\_\_\_\_ Emergency No. ( ) \_\_\_\_\_  
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Name \_\_\_\_\_ Contact No. \_\_\_\_\_  
 Name \_\_\_\_\_ Contact No. \_\_\_\_\_  
 Name \_\_\_\_\_ Contact No. \_\_\_\_\_

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# PRELIMINARY INVESTIGATION

- After the ACRB has received a signed complaint, an investigator reviews the citizen's allegations and determines the classification of the allegations and whether additional allegations are warranted. The investigator reviews relevant police department policies and procedures and the law.
- The investigator conducts a preliminary investigation.
- The preliminary investigation involves gathering all available documents and records related to the incident, requesting video and audio recordings, collecting witness information, and creating an investigation plan to guide the investigation.



# INVESTIGATION

- Investigations are the key component of ACRB complaint process. Investigations are like assembling the pieces of a puzzle to get to the truth.
- During the investigation stage, ACRB investigators interview the complainant, officers, witnesses.
- Additional investigative documents and medical records are received.
- The investigation continues down the road where the evidence leads until every available piece of evidence is uncovered or provided.
- It is essential to the proper decision of a complaint that citizens and officers provide all information during the course of the investigation.



# EVIDENCE

ACRB complaint decisions are based on the available evidence provided by the complainant, police department, witnesses, and additional records and recordings provided by third parties.

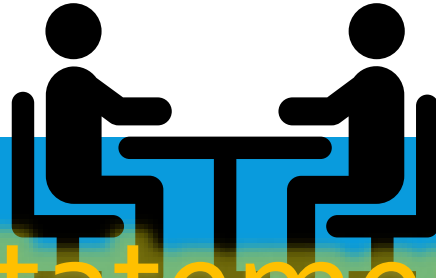
Evidence provided by the complainant, officers, police department, and witnesses may come in the form of testimonial and documentary evidence, including policies and procedures and training.

This evidence is evaluated for truthfulness, accuracy, relevance, sufficiency, trustworthiness, bias, qualification.

The investigation seeks evidence that is relevant to the issue at hand and tends to prove or disprove the allegation against an officer.

The weight of the evidence allows the investigator and the Board to determine the facts.

Policies and Procedures



Recordings



Statements

Police Records



Medical Records



Training





# BOARD DECISION

The Board is comprised of community members with various backgrounds, and experiences, reflecting the diversity of the Atlanta.

The Board's review of the Investigator's recommendation includes a review of the entire investigative file including all evidence contained in the file.

The Board's sustained decisions are based on the Preponderance of the Evidence standard, meaning at least 51% of the investigative evidence shows that the events more likely occurred, than not.

The Board's decision is the official decision of the ACRB.

Once the Board has made a decision on the complaint allegation, the decision is forwarded to the APD Chief for a disciplinary decision.



## Not Sustained

the investigation failed to prove or disprove that the officer committed the alleged act(s)

## Unfounded

the investigation established that the officer did not commit the alleged acts of misconduct

## Exonerated

the investigation established that the alleged act occurred but was justified, legal or proper within Department policy

## Sustained

the investigation established by a preponderance of the evidence that the officer(s) committed the alleged act(s) of misconduct



The Atlanta Citizen Review Board is a proud agency of the City of Atlanta.

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CITY OF ATLANTA

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