

## USCP Mission and Policy

The mission of the United States Capitol Police is to protect the Congress, its Members, employees, visitors, and facilities – so it can fulfill its constitutional and legislative responsibilities in a safe, secure, and open environment.

The United States Capitol Police is committed to providing the highest level of law enforcement services to the community it serves. The Department investigates all complaints of alleged misconduct in a comprehensive and objective manner.

All complaints of alleged misconduct by USCP employees are forwarded to the Office of Professional Responsibility (OPR) for review. Allegations of improper behavior may include, but are not limited to:

- Discrimination/Harassment
- Unnecessary or excessive force
- Improper behavior
- Courtesy



*Serving the Congressional  
Community since 1828*

CP-536A  
(4/21)

## United States Capitol Police



### **Complaint Process & Procedures**

*Office of Professional  
Responsibility  
119 D Street, N.E.  
Washington, D.C. 20510*

*Phone: 202-512-2170*

*Email: opr@uscp.gov*

## How to File a Complaint

Complaints may be submitted using the following methods:

- Online at opr@USCP.gov
- By speaking to any USCP supervisor
- By calling the USCP Office of Professional Responsibility (OPR) at 202-512-2170, Monday – Friday, 7 am – 5 pm
- Calling the USCP's 24 hour command center at 202-224-0908

Complaints may be made anonymously.

## Information to Include

Include as much information as possible when filing a complaint, such as:

- The day, date, time, and exact location of the incident
- A narrative of what occurred
- The name, badge number, and physical description of the employee
- The name, address, and telephone numbers of any witnesses
- Vehicle information (e.g. make, model, license plate number)
- Any other helpful or relevant items, such as copies of tickets, police reports, photographs, video, etc.

## Complaint Process

Once a complaint is received, it will be reviewed by the OPR and assigned an investigator as appropriate. The investigator will conduct a thorough investigation based on the proven facts by interviewing involved parties, collecting documents, and preparing a report summarizing the investigation.

If the investigation indicates that misconduct occurred, corrective instruction and/or disciplinary procedures will be implemented. Investigations with sustained allegations undergo an independent internal review and an employee appeal process. All personnel matters are confidential in nature, therefore, the nature of the corrective instruction and any disciplinary procedures will not be disclosed.



## Complaint Classifications

The investigation will result in one of the following classifications:

*Sustained* – The employee was found to have committed all or part of the alleged act(s) of misconduct.

*Not Sustained* – The investigation produced insufficient evidence or conflicting evidence resulting in a determination that culpability cannot be established.

*Exonerated* – The alleged act(s) occurred, however the actions of the employee were justified, legal, and/or proper.

*Unfounded* – The alleged act(s) of misconduct did not occur.

*Dismissed* – The investigation revealed that the complaint did not pertain to the Department or any of its employees, sufficient information was not disclosed to further the investigation, or the complainant is no longer available for essential clarification, refuses to cooperate with the investigation, or requests that the complaint be withdrawn.