

## Frequently Asked Questions

### What is an Administrative Complaint?

An administrative complaint is an allegation of misconduct involving an LMPD employee. Violations can range from unprofessional behavior to bias policing to excessive force.

The Professional Standards Unit (PSU) handles administrative complaints.

### What is a Criminal Complaint?

A criminal complaint is a civilian complaint that alleges criminal activity by a LMPD employee.

The Public Integrity Unit (PIU) handles all criminal complaints.

### Who can file a complaint?

Anyone can file a complaint. If a complaint is filed anonymously, please provide enough information so that the complaint can be investigated fully.

### Is filing a complaint safe?

Yes! Retaliation for filing a complaint is prohibited. You will not be asked to speak to the employee you are filing a complaint against. You will not be asked your immigration status.

### How long do investigations last?

Every attempt is made to complete an investigation within a reasonable amount of time. By policy, administrative investigations should be submitted for review by the Chief's office within 180 days. Extensions may be granted on a case-by-case basis. Criminal Investigations may take much longer and do not have a set completion time.

## Ways to File a Complaint



Online

<https://louisville-police.ciweb.com/pp/#/>



E-Mail

[Impdpsucomplaints@louisvilleky.gov](mailto:Impdpsucomplaints@louisvilleky.gov)



In Person or By Phone

**FOR ADMINISTRATIVE COMPLAINTS**

Professional Standards Unit  
400 South 1st Street, 2nd Floor  
Louisville, KY 40202  
(502) 574-7144



In Person or By Phone

**FOR CRIMINAL COMPLAINTS**

Public Integrity Unit  
3672 Taylor Blvd  
Louisville, KY 40215  
(502) 574-2136



In Person or By Phone

Office of Inspector General\*  
609 West Jefferson Street  
Louisville, KY 40202  
(502) 574-4357

Please contact us if you have any questions or need assistance filling out the form.



\*Office of Inspector General (OIG) conducts independent investigations per Metro Ordinance §36.78 resulting in non-disciplinary action. Investigations conducted by OIG may be reviewed by the Chief for PSU initiation.



## Citizen Complaint Brochure



[Impdpsucomplaints@louisvilleky.gov](mailto:Impdpsucomplaints@louisvilleky.gov)



(502) 574-7144



400 South 1st Street, 2nd Floor  
Louisville, KY 40202



<https://www.louisville-police.org/>

# LOUISVILLE METRO POLICE • ONE METRO • ONE MISSION

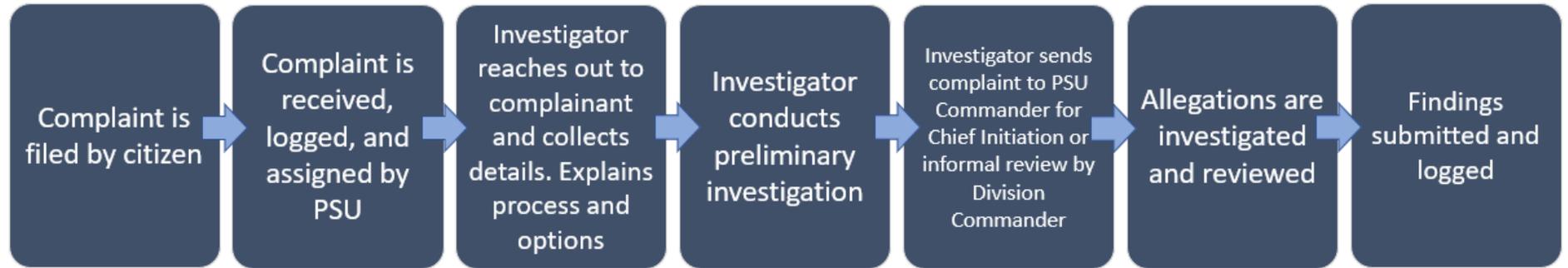
*It is the mission of the Louisville Metro Police Department (LMPD) to deliver professional, effective services, fairly and ethically, at all times, to all people.*

.....

- The Chief of Police has the ultimate authority to determine the disposition of investigations and administer discipline based on the facts of the case.
- Administrative Complaints are handled by the Professional Standards Unit (PSU).
- Criminal Complaints are handled by the Public Integrity Unit (PIU).

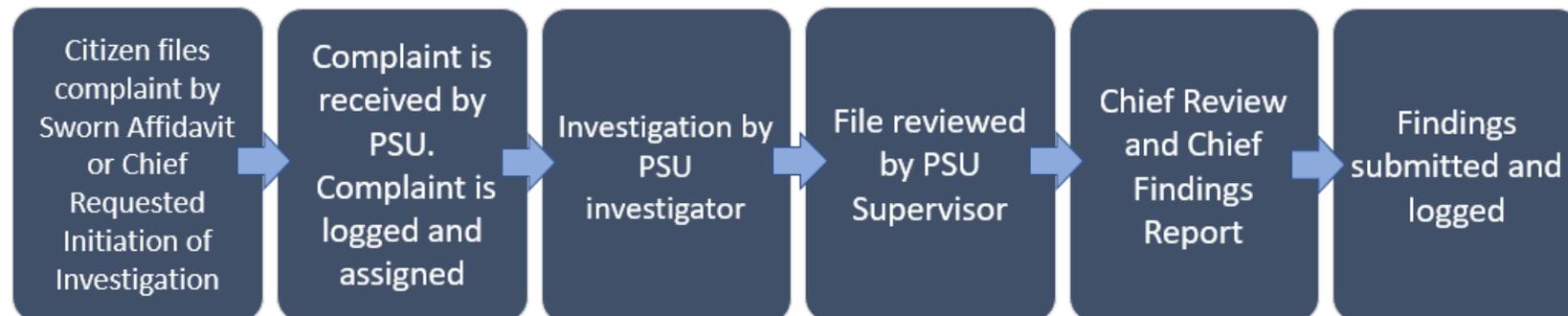
## INFORMAL ADMINISTRATIVE COMPLAINT PROCESS

- Informal Complaints may be submitted anonymously.
- Informal Complaints are accepted at all publicly accessible LMPD facilities.
- Informal Complaints may be assigned to the division commander for handling.



## FORMAL ADMINISTRATIVE COMPLAINT PROCESS

- Formal Complaints require the complainant to provide an affidavit, which is a written statement signed and sworn to be true, thereby formally attesting to the allegations.
- If a Formal Complaint or Chief requested initiation is substantiated, the LMPD will take appropriate disciplinary action against the member.
- Formal Complaints are typically handled by the Professional Standards Unit. (PSU)



*This brochure is a summary of the LMPD policies and general orders; it is not a complete account of the investigation, discipline and/or appeal process.*