

Police Complaint

Mediation

The Civilian Review Board's Police Complaint Mediation Program is designed to help resolve conflict and build a better understanding and relationship between the Residents of Baltimore and Baltimore City Police Officers. The Mediation process offers a safe space for both parties to discuss and resolve the complaint and aims to rebuild police and community relations.



What is the Civilian Review Board?

The Civilian Review Board of Baltimore City is an independent agency authorized to investigate police misconduct, through which members of the public can make a complaint against Officers of various law enforcement units.

Benefits of Police

Complaint Mediation

- To be heard and understood.
- To speak with the Officer face to face.
- To work together with the Officer to get a mutual understanding of the incident.
- To stop issues from reoccurring.
- To play an active role in finding a solution.
- Improve community-police relations.

Community Mediation Baltimore

Community Mediation Baltimore provides the mediation services for the program. Community Mediation Baltimore is a private not-for-profit organization that is not affiliated with the City of Baltimore or the Baltimore Police Department. Community Mediation Baltimore aims to reduce interpersonal conflict and community violence and animosity by increasing the use of non-violent conflict resolution strategies and by making mediation more accessible in Baltimore City.

Mediation Is:

- **Voluntary**
- **Confidential**
- **Free**
- A participant-guided process. It helps the Resident and the Officer come to a resolution together. This helps to create understanding and improve relationships.

Mediation Is Not:

- Not a process where participants are forced to come to an agreement.
- Not a process to determine who is right or wrong.
- Not a punishment process. The Resident and the Officer are in charge of their own process and outcome.
- Not a legal proceeding.

What Complaints can be Mediated?

Certain complaints of abusive language, false arrest, false imprisonment, harassment and excessive force filed with the Civilian Review Board may be eligible.

The Steps of Mediation

1. If a complaint is suitable for mediation, the Civilian Review Board will call the Officer and the Resident to see if they are interested. Mediation is voluntary, both parties must agree to participate.
2. The Civilian Review Board schedules the mediation for a time and date that works for both participants. The Mediation will take place in a location in the Resident's neighborhood.
3. Two trained mediators from Community Mediation Baltimore will mediate the session.
4. The mediators will ask each participant to address the conflict, explain the complaint and discuss how it affected them.
5. Mediation can end in an agreement however, it is not required.
6. The Mediation session does not last more than two hours; however it may take less time or additional sessions may be scheduled.

How to File a Complaint

Anyone can file a complaint with the Civilian Review Board:

- Phone (410) 396-3151 or (410) 396-3141
- In person

Office of Civil Rights

Baltimore Civilian Review Board
7 E. Redwood Street, 9th Floor
Baltimore, MD 21202

Legal Aid

500 E. Lexington Street

MD Commission on Civil Rights

6 St Paul Street, 9th Floor

Baltimore Police Department

Internal Affairs
2526 Kirk Avenue

Baltimore City School Police

Internal Affairs
200 E. North Ave, Room 002

Sheriff's Department

Internal Investigation
100 N. Calvert Street, Room 455



Baltimore City Civilian Review Board



EMPOWER. EDUCATE. ENFORCE.

Police Complaint Mediation Program (Civilian)

7 E. Redwood Street, 9th Floor
Baltimore, MD 21202

410-396-3151

www.civilrights.baltimorecity.gov