The Independent Review Office reviews and investigates Citizen complaints about police (APD).

The IRO office is an independent agency within the City Government.

The decisions of the office are reviewed and voted on by a citizen oversight board (Police Oversight Commission).

The monthly hearings are public, and are held in Council Chambers. They may also be seen on GovTV and on the internet.

The IRO does not provide discipline or other resolution. This is done by the Chief of Police.

Definitions of Findings on Complaints

Sustained - Allegation is supported by sufficient evidence.

Not Sustained - Insufficient evidence to prove or disprove the allegation.

Unfounded - Allegation is false or not based on valid facts.

Exonerated - The incident that occurred/complained of was lawful and proper.

Address:
600 2nd St. NW, Room 813
Albuquerque, NM 87102

http://www.cabq.gov/iro

Hours:
Monday - Friday 8:00am - 5:00pm

The complaint form must be submitted to the IRO office:

Mailing Address:
Independent Review Office
P.O. Box 1293
Albuquerque, NM 87103
Tel: 505-924-3770
Fax: 505-924-3775
**What is the Police Oversight Commission**

The Police Oversight Commission (POC) and the Independent Review Office (IRO) were created in 1999 by City Ordinance §9-4-1-2 through 9-4-1-14. The City wished to provide the Citizens with an unbiased forum in which complaints alleging police misconduct could be reviewed.

The POC is comprised of 9 volunteers from the community. The commissioners represent the nine City Council Districts; one from each district. Commissioners are selected by the Mayor and approved by the City Council as directed by the ordinance.

**Independent Review Office (IRO)**

The IRO office consists of the Independent Review Officer, with a staff consisting of an Analyst, several Investigators, and an Administrative Assistant.

**Albuquerque Police Department (APD)**

APD personnel is entirely separate from the IRO and the POC, though they are required by ordinance to cooperate.

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**How to file a complaint**

A complaint can be filed by completing and filing a Citizen Complaint Form. The Complaint must be in writing. Forms may be obtained from any Police Substation, the Internal Affairs Unit of APD, or the IRO Office. Complaint forms may be downloaded and submitted online.

[www.cabq.gov/iro](http://www.cabq.gov/iro)

If you do not have access to the internet, please contact our office 505-924-3770 and we will be happy to make arrangements to mail or fax you the complaint form.

**Complaints must be filed within 90 calendar days of the incident complained of.**

**The Investigative & Decision Process**

After a complaint is filed the citizen will be notified by mail of the investigator who has been assigned to investigate the complaint.

Within a few weeks, the investigator will contact the citizen for an interview. APD will also be interviewed. Investigations usually require 60 to 90 days and may be extended to 120 days.

Once the investigation is complete, the case will be reviewed by the IRO and the APD Chain of Command, then sent to the citizens on the POC for public review and either approval or modification. The Citizen will be sent a certified letter with the final results of the case.

The Citizen can appeal the investigatory findings by a written request to appeal to the POC. Officers are not required to attend hearings, but they are free do so just as citizens are.

If a citizen is not satisfied with the POC’s decisions on the appeal, the citizen may appeal to the Chief Administrative Officer (CAO) in the Mayor’s Office of the City.

**Mediation**

Mediation is a non-disciplinary process in which the complainant and officer meet with a mediator to discuss the incident that led to the complaint. The officer and the citizen must voluntarily agree to mediation.

Mediation sessions are confidential. If both parties accept the mediation results, the case is closed as “mediated”. If the mediation is not successful, the IRO’s office will process the complaint as previously described.