

The establishment of procedures for investigating complaints and allegations of employee misconduct is crucial to the demonstration and protection of departmental and employee integrity. A copy of our policy and procedures regarding complaint processing is available to you. The Chief of Police and the entire police department is fully committed to fairly and impartially investigating all complaints about employee misconduct and keeping you informed about the progress of the investigation and notifying you of the results.

Complaint Process

Any person who feels that he or she has been mistreated by a sworn officer or a civilian employee of the police department has the right to make a complaint. If at any time an officer or an employee of the Metropolitan Police Department mistreats you, remember the names of the officer or employee, what they looked like and the time and date of the event. You should then report the incident immediately.

Complaints may be made at any police facility, in person or by phone, or by using the online complaint form available on this page.

Complaints may also be made anonymously, if enough details regarding the incident are provided. Any police department employee can assist you in filing a complaint or ensuring you are able to make contact with an appropriate person to receive your complaint.

Within the Police Department, the Office of Professional Accountability, (hereinafter O.P.A.) has the responsibility of investigating certain complaints of misconduct against sworn officers and civilian employees. The O.P.A. examines all types of complaints, including, but not limited to: officer /employee discourtesy; excessive force; dishonesty, harassment; intimidation; discrimination; domestic violence and other types of criminal conduct.

All police department supervisors also have an obligation to investigate complaints against officers or civilians under their command. Patrol Officers are assigned to the Precinct police stations. Each station has a Commander in charge of all the officers assigned to work there. The telephone numbers to the stations are as follows.

- East Precinct - (615) 862-7600
- Central Precinct - (615) 862-7611
- Hermitage Precinct - (615) 880-1776
- North Precinct - (615) 862-4410
- South Precinct - (615) 862-7744
- West Precinct - (615) 862-7747
- Madison Precinct (615) 880-3111
- Midtown Hills Precinct (615) 880-1411

Complaints may also be reported directly to the **Office of Professional Accountability** or any of the following agencies can assist you in making a complaint:

- **Metropolitan Police Department Office of Professional Accountability**
1417 Murfreesboro Rd.
PO Box 196300
Nashville, TN 37219
PHONE: (615) 862-7317
FAX: (615) 880-1908
- **Human Relations Commission**
800 2nd Avenue S
Nashville, Tennessee 37210
Phone (615) 880-3370 - Fax (615) 880-3373
- **NAACP**
1308 Jefferson Street
Nashville, TN 37208
Phone (615) 329-0999
- **Nashville Area Hispanic Chamber of Commerce**
P.O. Box 40541
Nashville, TN 37204
(615) 216-5737

Email: 
info@nashvillehispanicchamber.com

Statement of Non-Discrimination

The Metro Police Department ensures compliance with the Metropolitan Government's "Statement of Non-Discrimination". Complaints regarding allegations of discrimination on the basis of race, color, national origin, gender, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities by a Metro Police officer or employee may be made to the Office of Professional Accountability or with the process described in the Metropolitan Government Statement of Non-Discrimination located on the internet at <http://www.nashville/Government/NonDiscrimination.aspx>

Complaint Form

A complaint form is available as part of this document and also available online at:

[Fill out the Complaint Form:](https://www.nashville.gov/Police-Department/Online-Services/OPA-Complaint-Form.aspx)

<https://www.nashville.gov/Police-Department/Online-Services/OPA-Complaint-Form.aspx>

The [complaint form](#) may be mailed to or dropped off at any of the offices of the listed organizations. Please be sure to include a working telephone number, email address, or other method to ensure that we are able to contact you in case additional information is needed or to keep you informed of the investigative process. You may also make the complaint anonymously.

If you have questions or comments, you may contact the Office of Professional Accountability at (615) 862-7317 or the Office of the Chief of Police at (615) 862-7301.