



COMPLIMENTS

Your Guide to Submitting Compliments or Complaints about

COMPLAINTS



Professionals You Encounter in the DC Justice System



ACKNOWLEDGMENTS

We are pleased to present this guide to submitting compliments or complaints about professionals you encounter in the DC justice system. Production of this guide would not have been possible without the review and contributing information from the sixteen courts and agencies in the District that provided details about their compliment and complaint referral process. These courts and agencies include:

- Court Services and Offender Supervision Agency
- DC Commission on Judicial Disabilities and Tenure
- DC Court of Appeals
- Federal Public Defender for DC
- Metropolitan Police Department
- Office of Bar Counsel
- Office of Administrative Hearings
- Office of the DC Attorney General
- Pretrial Services Agency
- Public Defender Service
- Superior Court of DC
- US Attorney's Office
- US Court of Appeals for the DC Circuit
- US District Court for DC
- US Marshals Service
- US Probation Office

In addition to these contributing courts and agencies, the Council for Court Excellence also wishes to thank the Public Service Committee for its leadership in publishing this guide. The Committee was chaired by Judge Noel Kramer and then by Chief Judge Richard Roberts following the end of Judge Kramer's term in 2012. Its active members for 2012 and 2013 have included: Judge Mary Ellen Abrecht, Brigida Benitez, Susan Low Bloch, Magistrate Judge Diane Brenne-man, Carol Elder Bruce, Judge Arthur Burnett, Sr., Judge Anthony Epstein, Sam Harahan, John Hayes, Judge Rufus King, Dan Margolis, Judge Gregory Mize, Fritz Mulhauser, CCE President Earl Silbert, Cynthia Wright, and David Zetoon.

Within the Council for Court Excellence, this project was staffed by June Kress, Executive Director; Priscilla Skillman, former Assistant Director; Hillary Evans, Policy Analyst; Jarrod Watson, Law Fellow; and former interns Dana Brozost-Kelleher, Kelsey Einhorn and Ben Parzow. The graphic design and production is by Echo Communications.

Finally, we wish to express our sincere appreciation for the generous financial support of the production of this guide by The GEICO Philanthropic Foundation.



Providing Feedback to Professionals in the DC Justice System

Why your input matters

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DEAR COMMUNITY MEMBER:

The Council for Court Excellence is pleased to provide you with this guide on how to compliment or complain about any professional in the DC justice system. This guide gathers in one place information about how to submit compliments or comments and how to make and resolve complaints about any professional in the DC justice system.

These professionals, be they DC or Federal include: judges and magistrate judges, prosecutors, criminal defense attorneys, other lawyers, court employees, police officers, probation officers, and others.

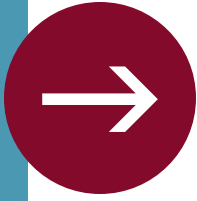
Like other community guides that CCE has produced, this guide seeks to organize and clearly describe how to submit your compliments or complaints. The guide also explains what happens once you submit your complaint and the options that may be available if you are not satisfied with the outcome. The information provided comes from the sixteen courts and agencies that contributed to this guide.

The justice system is designed to serve the public. Without community feedback, the justice system will not know what can be improved upon and what is working well. Should you decide to submit feedback about your experience with any justice system professional in the District, we hope that this guide will be useful to you.

Sincerely,

Richard W. Roberts

Chief Judge, US District Court for the District of Columbia and
Chair, CCE Public Service Committee



Attorney Licensed in DC

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT ABOUT AN ATTORNEY LICENSED IN DC:

To whom and where should it be addressed?

Bar Counsel
Office of Bar Counsel
515 Fifth Street, NW
Building A, Room 117
Washington, DC 20001

Can it be submitted electronically? If so, to what email address?

Yes. Emails may be sent to DCBarCounsel@dcobc.org.

Will I get a reply? If so, approximately how soon after the submission?

Yes. Within approximately two weeks.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT AN ATTORNEY LICENSED IN DC:

DRAFTING THE COMPLAINT

What specific information should be included?

You may file your own statement which should include your name, your attorney's name and address, and an explanation of the circumstances and details of the complaint. Supporting documents, such as copies of a retainer agreement, proof of payment, correspondence between you and your attorney, the case name and number if a specific case is involved, and copies of papers filed in connection with the case, may be useful to the investigation.

Is there a specific form?

Yes. To access the form, go to:
http://www.dcbar.org/for_the_public/working_with_lawyers/when_problems_arise/index.cfm

Can I ask for confidentiality in handling the complaint?

Yes, but you will not be named and may not be privy to the result of the investigation.

What languages are accommodated?

English, Spanish, Chinese, Italian, Korean, Vietnamese, and Farsi.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed? Can it be submitted electronically? If so, to what email address?

Office of Bar Counsel
515 Fifth Street, NW
Building A, Room 117
Washington, DC 20001

Electronic complaints are not accepted.

Is there a telephone number that I can use to call in complaints or concerns?
(202) 638-1501

Do different offices handle different types of complaints or concerns?
No.

Is there a specific office, department, or person that will handle the complaint?
The Office of Bar Counsel. Complaints are assigned to various legal staff by the Deputy Bar Counsel.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgement that my submission has been received? If so, approximately how soon?

Yes. Within approximately two weeks.

How will the complaint be investigated?

Complaints may be declined if the Office of the Bar Counsel does not have jurisdiction or if facts do not meet their docketing standards. In the alternative, complaints may be docketed for formal investigation. Investigations vary depending on the facts and circumstances of the complaint.

Will I need to participate any further during the investigation?

In most cases you will need to participate during the investigation and may serve as a witness if the matter is petitioned for disciplinary proceedings.

How long does the review process typically take?

The time for the review process varies depending on the facts and circumstances of the matter.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

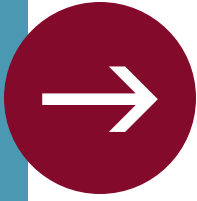
Yes, you will receive a report on the outcome of the complaint, unless the complaint is filed anonymously.

What are the possible outcomes of a complaint?

Possible outcomes could be dismissal, confidential diversion, informal admonition, board reprimand, public censure, a suspension up to three years with or without a fitness requirement or disbarment.

If I am not satisfied with the outcome, is there any way to appeal?

Yes. A request to reconsider may be made to the Bar Counsel or a request for administrative review may be made to the Chair of the Board on Professional Responsibility.



Court Services and Offender Supervision Agency Employee

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT SOMEONE IN THE COURT SERVICES AND OFFENDER SUPERVISION AGENCY OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE AGENCY:

To whom and where should it be addressed?

Office of the Director
633 Indiana Avenue, NW, 12th Floor
Washington, DC 20004

Can it be submitted electronically? If so, to what email address?

Yes, please email: contact@csosa.gov.

Will I get a reply? If so, approximately how soon after the submission?

Yes, you will be acknowledged promptly.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT SOMEONE OR ABOUT SOMETHING THAT HAPPENED:

DRAFTING THE COMPLAINT

What specific information should be included?

Please provide your contact information and a description of the reason for your complaint.

Can I ask for confidentiality in handling my complaint?

Yes, your complaint will be handled in a confidential manner, to the extent possible.

What languages are accommodated?

English and Spanish.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

Office of the Director
633 Indiana Avenue, NW, 12th Floor
Washington, DC 20004

Can it be submitted electronically? If so, to what email address?

Yes, please email: contact@csosa.gov.

Is there a telephone number that I can use to call in complaints?

Yes, please call (202) 220-5300.

Is there a specific office, department, or person that will handle my complaint?

Your complaint will be referred to the appropriate office for handling.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

If so, approximately how soon?

Yes, you will be acknowledged promptly.

How will the complaint be investigated?

It depends upon CSOSA's analysis of the nature of the complaint or comment.

Will I need to participate any further during the investigation?

It depends upon CSOSA's analysis of the nature of the complaint. You may be contacted if further questions arise.

How long does the review process typically take?

It will vary, depending upon CSOSA's analysis of the nature of the complaint.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of my complaint?

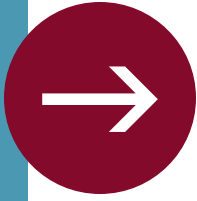
You will receive an acknowledgement of the complaint and may receive further information on the outcome, depending upon the type of complaint and whether or not there is sensitive or protected employee or Agency information.

What are the possible outcomes of a complaint?

It varies, depending upon CSOSA's analysis of the nature of the complaint.

If I am not satisfied with the outcome, is there any way to appeal?

No.



DC Administrative Law Judge Or Employee

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT A JUDGE OR EMPLOYEE OF THE OFFICE OF ADMINISTRATIVE HEARINGS (OAH):

To whom and where should it be addressed?

Chief Administrative Law Judge
DC Office of Administrative Hearings
One Judiciary Square
441 4th Street, NW, Suite 450-North
Washington, DC 20001

Can it be submitted electronically? If so, to what email address?

Yes. Emails may be sent to: oah.info@dc.gov.

Will I get a reply?

In most instances, yes.

If so, approximately how soon after the submission?

Most compliments or comments are responded to within 15 days following submission.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT A JUDGE OR EMPLOYEE OF THE OFFICE OF ADMINISTRATIVE HEARINGS:

DRAFTING THE COMPLAINT

What specific information should be included?

The letter should outline your complaint and the resolution that is desired. Your letter should also include your name, address, phone number and OAH case number if available.

Is there a specific form?

No.

Can I ask for confidentiality in handling of the complaint?

If you submit information to a government agency such as OAH, you should be on notice that such information may be subject to disclosure under federal or District of Columbia law. While all reasonable efforts will be made to accommodate your request for confidentiality, the nature of the complaint may require the disclosure of identifying information (e.g., case number, party names or witness names) in order for OAH to properly investigate the complaint and provide a complete and appropriate response.

What languages are accommodated?

Although submissions should be in English, in-person or telephone interpreter assistance for over 200 languages is available through the OAH Resource Center for non- or limited English proficient members of the public.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

Chief Administrative Law Judge
DC Office of Administrative Hearings
One Judiciary Square
441 4th Street, NW, Suite 450-North
Washington, DC 20001

Can it be submitted electronically?

Yes

If so, to what email address?

oah.info@dc.gov

Is there a telephone number that I can use to call in complaints or concerns?

The main number for OAH is (202) 442-9094. However, complaints should be written so a record of the complaint, OAH's response and any related materials can be maintained.

Do different offices handle different types of complaints or concerns?

Please see below for more information on how complaints are distributed within OAH.

Is there a specific office, department, or person that will handle the complaint?

For tracking purposes, all complaints should be addressed to the Chief Judge. The nature of the complaints will then dictate who within OAH is in the best position to fully respond to it.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

In most instances, OAH will provide a letter upon conclusion of its review of your complaint. Depending on the nature of the issue, officials from OAH may telephone you instead of sending a letter.

How will the complaint be investigated?

A complaint is reviewed and investigated by the persons in OAH who are deemed to be in the best position to fully respond to it. Judicial matters are reviewed by the Chief Judge or her/his designee. Clerk matters are reviewed by the Clerk of Court or her/his designee. Matters related to general office operations or legal issues/press inquiries are reviewed by the Executive Director or General Counsel or their designees, respectively.

Once I submit my complaint, will I need to participate any further during the investigation?

Depending on the nature of the complaint, additional information may be required. In such instances, OAH will contact you as appropriate.

How long does the review process typically take?

The time for OAH to respond to a complaint varies based on the nature of the complaint. Most complaints are responded to within 15 days of being filed.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

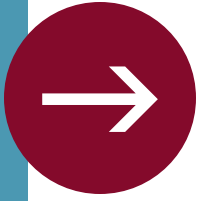
In most instances, OAH will provide a letter upon conclusion of its review of the complaint. Depending on the nature of the issue, officials from OAH may telephone you instead of sending a letter.

What are the possible outcomes of a complaint?

The outcome of a complaint depends on its nature and the relief sought. Relief can include policy changes and improvements as well as employee discipline where warranted in severe cases. To preserve the independence of OAH's administrative law judges, complaints related to the outcomes of cases are generally left to the internal and external appeals process described more fully in OAH's Rules of Practice and Procedure.

If I am not satisfied with the outcome, is there any way to appeal?

Complaints once addressed are not subject to appeal. Complaints related to the outcome of the case can generally be appealed in the manner described by OAH's Rules of Practice and Procedure.



Office of the DC Attorney General Employee

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT SOMEONE IN THE OFFICE OF THE DC ATTORNEY GENERAL OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE AGENCY:

To whom and where should it be addressed?

Office of the Attorney General
Customer Service Coordinator
441 4th Street, NW
Suite 1100-South
Washington, DC 20001-2714

Can it be submitted electronically? If so, to what email address?

Yes. Emails may be sent to: oag@dc.gov.

Will I get a reply? If so, approximately how soon after the submission?

Yes. Acknowledgements will be sent within 48 hours or two business days.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT AN ATTORNEY OR EMPLOYEE IN THE OFFICE OF THE DC ATTORNEY GENERAL:

DRAFTING THE COMPLAINT

What specific information should be included?

Send specific facts about the event plus contact information. The Office of the Attorney General (OAG) does not provide legal assistance to private citizens.

Is there a specific form?

No.

Can I ask for confidentiality in handling the complaint?

Yes, complaints may include a request for confidentiality.

What languages are accommodated?

English, Amharic, Chinese, French, Korean, Spanish, and Vietnamese.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

Office of the Attorney General
Customer Service Coordinator
441 4th Street, NW
Suite 1100-South
Washington, DC 20001-2714

Can it be submitted electronically?

Yes.

If so, to what email address?

oag@dc.gov

Is there a telephone number that I can use to call in complaints or concerns?

(202) 727-3400

Do different offices handle different types of complaints or concerns?

Yes.

Is there a specific office, department, or person that will handle the complaint?

OAG's Customer Service Representative will facilitate a response from the relevant OAG staff member.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

Yes.

If so, approximately how soon?

Within 48 hours or two business days.

How will the complaint be investigated?

The appropriate Division Deputy or designee will investigate.

Will I need to participate any further during the investigation?

Yes, if the OAG staff members examining the matter need clarification or additional details.

How long does the review process typically take?

Depending on the issue, from 15 to 30 days.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

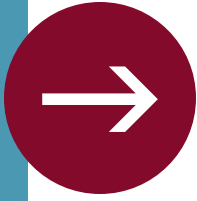
OAG will send a detailed response by the same method by which the inquiry was made.

What are the possible outcomes of a complaint?

OAG will provide the most comprehensive response and if appropriate, make a referral to other DC agencies.

If I am not satisfied with the outcome, is there any way to appeal?

OAG can suggest alternative local legal resources or review how the Office of the Inspector General (OIG) operates in relation to DC agencies.



DC Public Defender Service Employee

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT SOMEONE IN THE PUBLIC DEFENDER SERVICE OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE AGENCY:

To whom and where should it be addressed?

Director of the Public Defender Service
Public Defender Service for DC
633 Indiana Avenue, NW
Washington, DC 20004

Can it be submitted electronically? If so, to what email address?

Yes. Email: ccefeedback@pdsdc.org

Will I get a reply?

Yes.

If so, approximately how soon after the submission?

An acknowledgement of receipt will be sent within 48 hours of submission.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT SOMEONE OR ABOUT SOMETHING THAT HAPPENED:

DRAFTING THE COMPLAINT

What specific information should be included?

Submissions must include all known facts that are relevant to the inquiry.

Is there a specific form?

No.

Can I ask for confidentiality in handling the complaint?

Yes.

What languages are accommodated?

English, Spanish, French and Portuguese.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

Public Defender Service for the District of Columbia
633 Indiana Avenue, NW
Washington, DC 20004

Can it be submitted electronically? If so, to what email address?

ccefeedback@pdsdc.org

Is there a telephone number that I can use to call in complaints or concerns?

Emails are preferred.

Do different offices handle different types of complaints or concerns?

No.

Is there a specific office, department, or person that will handle the complaint?

Human Resources.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

Yes.

If so, approximately how soon?

An acknowledgement of receipt will be sent within 48 hours of submission.

How will the complaint be investigated?

Every complaint will be investigated; however, the type of investigation will vary based on the division involved.

Will I need to participate any further during the investigation?

This will depend on the facts of the complaint.

How long does the review process typically take?

Timing will vary based on the complaint.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

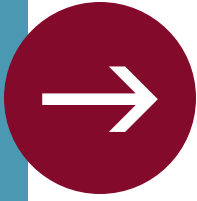
It will depend on the type of complaint.

What are the possible outcomes of a complaint?

The outcome will depend on the nature of the complaint.

If I am not satisfied with the outcome, is there any way to appeal?

The availability and nature of review of the outcome will depend on the type of complaint.



DC Superior Court or Court of Appeals Judge

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT A JUDGE OF THE DC SUPERIOR COURT OR COURT OF APPEALS:

To whom and where should it be addressed?

Send the compliment directly to the judge, but only after your case has concluded.

If you prefer, you may also send a copy to the Chief Judge of the court.

The Superior Court address is:

500 Indiana Avenue, NW
Washington, DC 20001

The Court of Appeals address is:

430 E Street, NW, Washington, DC 20001

Will I get a reply?

The judge will make that decision.

⚡ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT A JUDGE OF THE SUPERIOR COURT OR COURT OF APPEALS:

DRAFTING THE COMPLAINT

General Information:

The District of Columbia Commission on Judicial Disabilities and Tenure reviews complaints regarding the misconduct or disability of Associate and Senior Judges of the District of Columbia Court of Appeals and the Superior Court of the District of Columbia. Complaints concerning Magistrate Judges must be submitted to the Chief Judge of the Superior Court. A judicial decision that is unfavorable to you – or even wrong – does not in and of itself constitute misconduct or disability.

What is judicial misconduct?

Judicial misconduct is improper activity or behavior by a judge that violates the Code of Judicial Conduct. Some examples of judicial misconduct are: rude, abusive and improper treatment of litigants, lawyers, witnesses, jurors, court staff and others; exhibiting bias or prejudice toward anyone in the courtroom based on race, gender, ethnicity, religion or sexual orientation; sleeping or drunkenness or other improper conduct while on the bench; interfering with the attorney-client relationship; criminal behavior, for example, giving or receiving bribes; ticket fixing; and attempting to influence a pending case not before or assigned to a judge.

What specific information should be included?

Provide the name of the judge, the case name and number, the date of the incident, and as much specific information about the incident or conduct as you can, including the names of witnesses. You may attach copies of related Court documents and transcripts, which support the complaint.

Is there a specific form?

The Commission has a complaint form you can use. A copy of the form can be obtained by calling the Commission office at (202) 727-1363, or the form can be accessed through the Commission's website, at www.cjdt.dc.gov.

Can I ask for confidentiality in handling the complaint?

The statute requires that all complaints are kept confidential.

What languages are accommodated?

English.

SUBMITTING THE COMPLAINT

What address should a complaint be mailed to?

Complaints should be mailed to the Commission office which is located at 515 Fifth Street, NW, Room 246, Washington, DC 20001, or e-mailed to the Commission at dc.cjdt@dc.gov. A complaint may also be filed through the DC Bar's website: http://www.dcbar.org/for_lawyers/resources/judicial_complaints/index.cfm. After opening the form, you may encounter a warning message depending on your browser's security settings. If you receive a message stating: "Data from this site is blocked to avoid potential security risks. Click Options to receive this data if you trust this document", you must click the options button on the bar and select either "Trust this site once" or "Add this host to the list of safe sites" in order to submit the form.

Is there a telephone number I can use to call in complaints or concerns?

The Commission's telephone number is (202) 727-1363. The Commission prefers that a complaint be submitted in writing rather than over the telephone.

Do different offices handle different types of complaints or concerns?

No. The District of Columbia Commission on Judicial Disabilities and Tenure is the only office that handles misconduct complaints concerning Associate and Senior Judges of the DC Courts.

REVIEW AND INVESTIGATION PROCESS

Will I receive an acknowledgement that my submission has been received?

Yes.

What does the Commission do when a complaint is filed?

If the Commission determines a matter falls within its jurisdiction, it routinely will order an investigation. Commission investigations are conducted by the staff and may include contacting witnesses, reviewing court records and other documents, and observing courtroom proceedings.

Will I need to participate any further during the investigation?

Each case is different. In most instances you will not be contacted further during the investigation phase, but occasionally you will be requested to provide additional information.

How long does the review process typically take?

Most complaints are resolved within 60 days. Complaints involving complex issues require more investigation and often take a few months to resolve.

AFTER THE REVIEW OR INVESTIGATION

Will I be notified of the Commission's decision concerning my complaint?

You will be notified when the Commission has resolved your complaint. If the allegations are found to be untrue or the investigation reveals that the matter is not within the Commission's jurisdiction, the Commission will advise you accordingly. The Commission also will advise you if it determines a particular matter or issue should be addressed by the Court of Appeals. You will also be notified, though the nature of the action taken is not divulged, when the Commission has resolved a matter.

What actions can the Commission take?

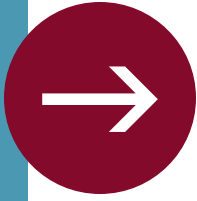
If the allegations are found to be untrue or cannot be proven, the Commission will dismiss the matter without any action against the judge. If the investigation substantiates the complaint, the Commission can remove or involuntarily retire a judge from office, or censure or reprimand a judge publicly. The Commission may also resolve a matter through an informal conference with the judge involved.

Are there any actions the Commission cannot take?

The Commission cannot review, consider, or reverse any decisions of fact or law made by a judge in any case. This can be done only by formal appeal to the District of Columbia Court of Appeals. In addition, the Commission cannot disqualify a judge from hearing a case, assign a new judge to a case, or grant or change custody, visitation, or child support orders. The Commission cannot provide legal advice or assistance to complainants, and cannot intervene in a case on behalf of a party.

If I am not satisfied with the outcome, is there any way to appeal?

There is no appeal process for the Commission's decisions concerning complaints.



DC Superior Court Magistrate Judge

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT A MAGISTRATE JUDGE OF THE DC SUPERIOR COURT:

To whom and where should it be addressed?

Individual letters may be sent to the chief judge or the magistrate judge you are complimenting.

Chief Judge or Magistrate Judge's name
Superior Court of the District of Columbia
500 Indiana Avenue, NW
Washington, DC 20001

Will I get a reply?

The judge will make that decision.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT A MAGISTRATE JUDGE OF THE DC SUPERIOR COURT:

DRAFTING THE COMPLAINT

What specific information should be included?

The complaint should set forth the facts that form the basis of the complaint.

Is there a specific form?

No.

Can I ask for confidentiality in handling the complaint?

All pleadings and all evidence submitted to the Committee for the Selection and Tenure of Magistrate Judges ("Committee") will be confidential, except in the event of prosecution of a witness for perjury. The record of hearings before the Committee and all papers filed in connection will be disclosed only to the extent required by the prosecution.

What languages are accommodated?

English.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed? Can it be submitted electronically? If so, to what email address?

Any complaint about the conduct or the physical or mental disability of a Magistrate Judge should be filed in writing with the Chief Judge. It cannot be submitted electronically.

Chief Judge
Superior Court of the District of Columbia
500 Indiana Avenue, NW
Washington, DC 20001

Is there a specific office, department, or person that will handle the complaint?

Any complaint about the conduct of the physical or mental disability of a Magistrate Judge should be filed in writing with the Chief Judge. Additionally, the Committee for the Selection and Tenure of Magistrate Judges and the Board of Judges both play significant roles in handling complaints. The Commission on Judicial Disabilities and Tenure reviews complaints that are related to the misconduct of judges in the District of Columbia Court of Appeals and the Superior Court.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

The Chief Judge will notify you that your complaint has been received and will be processed.

How will the complaint be investigated?

The Chief Judge will forward any complaint received to the Committee. The Committee will review the complaint, conduct any preliminary investigation deemed appropriate, and submit its recommendation in writing to the Chief Judge. If the Committee believes further investigation of the complaint is warranted, it will begin such investigation or delegate it to a subcommittee that is made up of Committee members. Upon request by the committee, the Chief Judge can appoint counsel to assist the Committee in the investigation or presentation of evidence. If the Committee finds it appropriate, they can determine that a hearing is required. After receiving the report, the Board of Judges may conduct any additional investigation that it considers necessary as well before making its final decision.

How long does the review process typically take?

Within 60 days after the closing of the record, the Committee will submit to the Board of Judges a written report on its investigation. Following the receipt of the report, the Board of Judges may conduct any additional investigation that it considers necessary before deciding on the action that they deem most appropriate.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

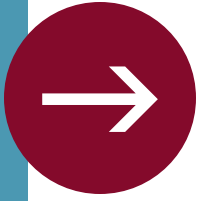
Following any action taken by the Board of Judges, the Chief Judge will notify you that the complaint has been resolved.

What are the possible outcomes of a complaint?

The Board of Judges, by a majority vote, will pursue the course of action they deem most appropriate. This could result in a dismissal of the complaint, censure or reprimand of the Magistrate Judge by means of private communication, censure or reprimand of the Magistrate Judge by means of public announcement, order that the Magistrate Judge be suspended for a time certain without pay, or other actions including involuntary retirement or removal.

If I am not satisfied with the outcome, is there any way to appeal?

No.



Federal Public Defender or CJA Attorney

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT SOMEONE IN THE OFFICE OF THE FEDERAL PUBLIC DEFENDER OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE AGENCY:

To whom and where should it be addressed?

The Federal Public Defender for both Office of the Federal Public Defender and Criminal Justice Act (CJA) attorneys using the following address:
625 Indiana Avenue, NW
Washington, DC 20004

Can it be submitted electronically?

Yes.

If so, to what email address?

A._J._Kramer@fd.org

Will I get a reply?

Yes.

If so, approximately how soon after the submission?

A brief responsive letter, email or fax will be sent within a few days.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT SOMEONE OR ABOUT SOMETHING THAT HAPPENED:

DRAFTING THE COMPLAINT

What specific information should be included?

If it involves a case, the case name and number and the name(s) of the lawyer(s) involved. Also describe the specific nature of complaint, for example, the lawyer was disrespectful, the lawyer did not file a motion or investigate, an investigator's voucher was not paid, etc.

Is there a specific form?

No.

Can I ask for confidentiality in handling the complaint?

Yes, although the situation determines whether confidentiality is possible. For example, if you are complaining about something related to representation, it may be difficult to resolve the complaint without the subject lawyer learning your identity.

What languages are accommodated?

English, Spanish, and some others. Interpreters are available.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

Can it be submitted electronically?

If so, to what email address?

Complaints may be mailed to:

Federal Public Defender
625 Indiana Avenue, NW
Washington, DC 20004

or emailed to: A. J. Kramer@fd.org,
or faxed to (202) 208-7515.

Is there a telephone number that I can use to call in complaints or concerns?

Yes, (202) 208-7500.

Do different offices handle different types of complaints or concerns?

No.

Is there a specific office, department, or person that will handle the complaint?

Yes, at times.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

No.

Approximately how soon?

No acknowledgement system is established, but you will hear from the Office at some early point.

How will the complaint be investigated?

It depends upon the nature of complaint. Where the complaint relates to client representation, the Federal Public Defender will discuss with a lawyer a complaint filed against the lawyer. The Federal Public Defender may ask the lawyer to talk to the client to attempt remediation, or may speak with the client if warranted. If the complaint is about an administrative matter, it may be referred to an appropriate staff person.

Will I need to participate any further during the investigation?

It depends. If the complaint regards client representation, probably. If it is administrative in nature, possibly not.

How long does the review process typically take?

Usually only a few days, depending upon the complexity of the matter. Matters involving current client representation are given highest priority.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

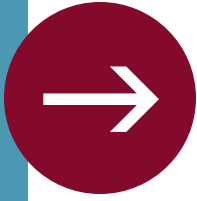
Yes. A response will be provided in the same manner in which the complaint was transmitted (e.g., letter, email, fax or call).

What are the possible outcomes of a complaint?

It depends upon nature of complaint. For example, if it is a complaint about disrespectful conduct, an apology may be given if warranted, or declined if not warranted, or an explanation may be given if there was a misunderstanding. If a complaint alleges ineffective ongoing representation, the matter may be referred to the court for action. If a complaint alleges ineffective past representation, you may be notified of procedures and time limits for appealing or attempting to overturn a judgment. Voucher complaints may be referred to the appropriate judge for action.

If I am not satisfied with the outcome, is there any way to appeal?

It depends upon the complaint. Dissatisfaction with ongoing representation, if unresolved, could be brought to a judge's attention. Voucher disputes can be presented to the judge presiding in the case.



Metropolitan Police Department Employee

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENTS ABOUT SOMEONE IN THE METROPOLITAN POLICE DEPARTMENT OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE DEPARTMENT:

To whom and where should it be addressed?

Internal Affairs Division
3244 Pennsylvania Avenue, SE
Washington, DC 20020

Can it be submitted electronically? If so, to what email address?

IAD.admin@dc.gov

Will I get a reply? If so, approximately how soon after the submission?

You may be contacted shortly after the compliment or comment is made. There is no specific time period.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT SOMEONE OR ABOUT SOMETHING THAT HAPPENED:

DRAFTING THE COMPLAINT

What specific information should be included?

You should include your name and contact information (e.g., address, phone numbers, email address, etc.)

- The day, date, time, and location of the incident.
- The officer's name, badge number, and description.
- Witnesses' names, addresses, and phone numbers.
- License numbers for any vehicles involved in the incident.
- Any other evidence you feel may be important, such as copies of traffic tickets, police reports, photographs, and medical records. If you have injuries, include their nature and extent.

Is there a specific form?

Yes, the Office of Police Complaints (OPC) has a form and information sheets. You can get them from the Office of Police Complaints, 1400 I Street, NW, Suite 700, Washington, DC 20005; by phone at (202) 727-3838 or the OPC 24-hour, toll-free hotline at (866) 588-0569; by visiting OPC's website, <http://policecomplaints.dc.gov>; or by visiting any MPD District station.

Can I ask for confidentiality in handling the complaint?

No. You can ask to remain anonymous if you can articulate a specific reason.

What languages are accommodated?

English or Spanish.

SUBMITTING THE COMPLAINT

What address should a complaint be mailed to?

Office of Police Complaints or Internal Affairs Division (IAD) of MPD
1400 I Street, NW, Suite 700, or 3244 Pennsylvania Avenue, SE, Washington, DC 20005.

***Can it be submitted electronically?
If so, to what email address?***

Yes. Please email citizen.complaints@dc.gov

Is there a telephone number that I can use to call in complaints or concerns?

OPC: (202) 727-3838 or IAD: (202) 727-4385

Do different offices handle different types of complaints or concerns?

The Office of Police Complaints handles the following types of complaints against the Metropolitan Police Department or an MPD employee:

- Harassment
- Use of unnecessary or excessive force
- Use of language or conduct that is insulting, demeaning, or humiliating
- Discrimination based on race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, physical handicap, matriculation, political affiliation, source of income, or place of residence or business
- Retaliation for filing a complaint with Office of Police Complaints
- Failure to wear required identification or refusal to provide name and badge number when requested to do so by a member of the public

The Internal Affairs Division (IAD) of MPD handles complaints about any type of misconduct, including conduct that can be investigated by the Office of Police Complaints.

(Not all complaints are handled by IAD. Complaints that don't involve criminal activity or serious misconduct by members of the police department are investigated by officials from the members work element.)

Is there a specific office, department, or person that will handle the complaint?

Either the Office of Police Complaints or the Internal Affairs Division

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

Yes. The official responsible for investigating the complaint will contact you to let you know he or she is investigating it.

If so, approximately how soon?

Usually within a week depending on the investigator's workload and schedule.

How will the complaint be investigated?

OPC: Once a completed, signed complaint form is received, OPC reviews the complaint to confirm that it falls within the agency's jurisdiction. If the complaint is within OPC's jurisdiction, most complaints are assigned to one of OPC's investigators. If the

complaint is investigated, an investigator will interview witnesses, collect documents, and prepare a report summarizing the investigation.

IAD: IAD will proceed by interviewing witnesses and the officer against whom the complaint is filed. The officer is entitled to know the complainant's name, if it is known, and the nature of the complaint.

Will I need to participate any further during the investigation?

OPC may also refer you to mediation, which involves a confidential, face-to-face meeting between you and the subject officer. The meeting is guided by a neutral third party who is trained to conduct mediation, and who assists the parties to work together to reach a mutually-agreeable resolution of the complaint.

(If the complaint is sustained against the member and the recommended penalty is termination, then you would be asked to testify at the member's termination hearing.)

How long does the review process typically take?

It depends.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

OPC will notify you and the subject officer of the decision regarding the complaint, and if the complaint is sustained, it is forwarded to the Chief of Police for imposition of discipline.

The police department will notify you of the outcome (e.g., sustained, insufficient facts, exonerated, and unfounded), but does not go into specifics of the investigation.

What are the possible outcomes of a complaint?

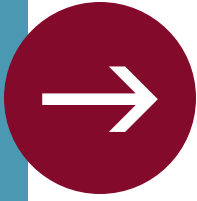
OPC: Based on the outcome of the investigation, OPC may dismiss the complaint, or, if the investigation indicates that police misconduct may have occurred, the complaint will be referred to an independent complaint examiner, who will issue a written decision.

IAD has several possible outcomes:

- Sustained – where your allegation is supported by sufficient evidence to determine that the incident occurred and the actions of the officer were improper.
- Insufficient Facts – where there are insufficient facts to decide whether the alleged misconduct occurred.
- Exonerated – where a preponderance of the evidence shows that the alleged conduct did occur but did not violate MPD policies, procedures, or training.
- Unfounded – where the investigation determined no facts to support that the incident complained of actually occurred.

If I am not satisfied with the outcome, is there any way to appeal?

You may write to the Chief of Police at 300 Indiana Avenue, NW, Washington, DC 20001.



Pretrial Services Agency Employee

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT SOMEONE IN THE PRETRIAL SERVICES AGENCY OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE AGENCY:

To whom and where should it be addressed?

Pretrial Services Agency for the District of Columbia
633 Indiana Avenue, NW
Suite 1120
Washington, DC 20004-2908

Can it be submitted electronically? If so, to what email address?

Contact@PSA.gov

Will I get a reply?

Yes, if requested.

If so, approximately how soon after the submission?

You will receive a reply as soon as possible that the request was received. A response to the actual request will depend upon what is requested.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT SOMEONE OR ABOUT SOMETHING THAT HAPPENED:

DRAFTING THE COMPLAINT

What specific information should be included?

As much detail as possible is always helpful.

Is there a specific form?

No.

Can I ask for confidentiality in handling the complaint?

Yes, and that will be respected to the fullest extent possible.

What languages are accommodated?

A telephone interpreting service provides language translation for over 140 languages.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

Pretrial Services Agency for the District of Columbia
633 Indiana Avenue, NW
Suite 1120, Washington, DC 20004-2908

Can it be submitted electronically? If so, to what email address?

Contact@PSA.gov

Is there a telephone number I can use to call in complaints or concerns?

Phone (202) 220-5500. You will be connected with the employee's immediate supervisor.

Do different offices handle different types of complaints or concerns?

Yes.

Is there a specific office, department, or person that will handle the complaint?

Most matters will be referred to the employee's immediate supervisor for follow-up action, unless they merit referral to the Office of Professional Responsibility.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

Yes, if requested.

If so, approximately how soon?

You will receive a reply as soon as possible that the request was received. A response to the actual request will depend upon what is requested.

How will the complaint be investigated?

It would depend upon the nature of the complaint. Serious matters that allege a potential criminal violation would be referred to the Office of Professional Responsibility within the Court Services and Offender Supervision Agency (CSOSA). Other matters would be investigated by the employee's supervisor.

Will I need to participate any further during the investigation?

It depends on the nature of the complaint.

How long does the review process typically take?

It varies, depending on the nature of the complaint.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

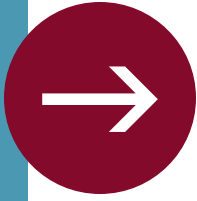
Yes, in person, by telephone, or in writing, depending upon the circumstances.

What are the possible outcomes of a complaint?

It varies depending on the nature of the complaint.

If I am not satisfied with the outcome, is there any way to appeal?

Typically not, but some circumstances might allow for that to occur.



US Attorney's Office Employee

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT SOMEONE IN THE US ATTORNEY'S OFFICE OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE AGENCY:

To whom and where should it be addressed?

United States Attorney's Office
555 4th Street, NW
Washington, DC 20530

Can it be submitted electronically? If so, to what email address?

Yes. Please send electronic emails to dc.outreach@usdoj.gov

Will I get a reply? If so, approximately how soon after the submission?

Yes. They will respond as soon as possible.

✔ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT SOMEONE OR ABOUT SOMETHING THAT HAPPENED:

DRAFTING THE COMPLAINT

What specific information should be included?

You should include as much detail as possible.

Is there a specific form?

No.

Can I ask for confidentiality in handling the complaint?

No.

What languages are accommodated?

English or Spanish.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

United States Attorney's Office
555 4th Street, NW
Washington, DC 20530

Can it be submitted electronically?

Yes.

If so, to what email address?

dc.outreach@usdoj.gov

Is there a telephone number I can use to call in complaints or concerns?

Yes: (202) 252-7566

Do different offices handle different types of complaints or concerns?

No.

Is there a specific office, department, or person that will handle the complaint?

No.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

If so, approximately how soon?

Yes. They will respond as soon as possible.

How will the complaint be investigated?

The complaint will be investigated by office leadership as appropriate and depending on the nature of the complaint.

Will I need to participate any further during the investigation?

You may be requested to provide further information.

How long does the review process typically take?

The length of the review process will depend on the nature of the complaint.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

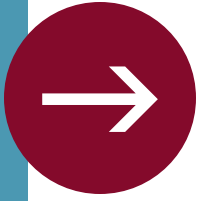
Yes.

What are the possible outcomes of a complaint?

There can and will be a range of possible outcomes. It all depends on the nature of the complaint.

If I am not satisfied with the outcome, is there any way to appeal?

No, however, you may contact the Justice Department's Office of Professional Responsibility, (202) 514-3365 or www.justice.gov/opr/.



US Courts of the DC Circuit (Judges)

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT A JUDGE OF THE US COURTS OF THE DC CIRCUIT:

To whom and where should it be addressed?

To submit a compliment or comment about a judge of the US Court of Appeals for the DC Circuit, a judge or magistrate judge of the US District Court for the District of Columbia, or the judge of the US Bankruptcy Court for the District of Columbia, you can either send it directly to the judge or the chief judge of the court.

The address for all three courts is:

333 Constitution Avenue, NW
Washington, DC 20001

Can it be submitted electronically?

No.

Will I get a reply? If so, approximately how soon after the submission?

The judge or chief judge will make that decision.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT A JUDGE OF THE U.S. COURTS OF THE DC CIRCUIT:

There are different types of complaints and a different process for each. Complaints must be submitted in English.

DRAFTING THE COMPLAINT

There are different types of complaints and a different process for each. Outlined below are the different types of complaints that you may submit.

COMPLAINT ABOUT THE OUTCOME OF A CASE

If you believe the decision in your case is unfavorable to you or was wrong, you may file an appeal. Information about filing an appeal is available at www.cadc.uscourts.gov under Attorney and Pro Se Information.

COMPLAINT ABOUT DELAY

If you believe a federal judge took too long or is taking too long to act in a particular matter, you may write to the chief judge of the court. Delay in general, without evidence that the judge had an improper motive in acting or delaying or that the judge habitually delayed in many unrelated cases, would be a general complaint but not a complaint of judicial misconduct or disability.

COMPLAINT OF JUDICIAL MISCONDUCT OR DISABILITY

If you believe a federal judge committed misconduct or has a disability, you may file a complaint. The form is available at www.cadc.uscourts.gov under Judicial Misconduct. If you do not use the form, be sure to include in your complaint a brief statement of facts, your address, and your signature verifying under penalty of perjury the truth of the statements made in the complaint. If the complaint is not verified under penalty of perjury, it will be reviewed but not as a formal complaint. Examples of judicial misconduct include:

- Using the judge's office to obtain special treatment for friends or relatives;
- Accepting bribes, gifts, or other personal favors;
- Having improper discussions with litigants or attorneys for one side in a case;
- Treating litigants or attorneys in an openly hostile manner;
- Discriminating against litigants or attorneys because of race, ethnicity, sex, or other legally protected attribute;
- Engaging in partisan political activity or making inappropriate partisan statements;
- Soliciting funds for organizations; or
- Violating other standards of judicial conduct such as those relating to restrictions on outside income and requirements for financial disclosure.

What languages are accommodated?

Complaints must be submitted in English.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

If you are filing a complaint of judicial misconduct or disability, please mail the complaint to:

Circuit Executive's Office
333 Constitution Avenue, NW
Washington, DC 20001-2866

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgement that my submission has been received?

If so, approximately how soon?

An acknowledgment of receipt of the complaint will be sent to the address on the complaint within five days.

How will the complaint be investigated?

The chief judge of the US Court of Appeals will review the complaint unless the complaint is about the chief judge. After examining information related to the complaint, the chief judge will either appoint a special committee of judges to investigate the complaint or dismiss the complaint. If a special committee is appointed, you will be notified how to proceed. The chief judge will, however, dismiss the complaint without appointing a special committee if:

- The complaint provides only allegations without evidence;
- The judge you complained about voluntarily takes corrective action that acknowledges and fixes the problem you complained about; or
- The judge you complained about retires, resigns, or dies which would eliminate the need for further action.

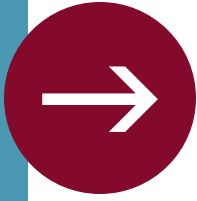
AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

If the chief judge dismisses your complaint, you will receive a copy of the order and instructions about how to file a petition for review. You must file a petition for review within 35 days from the date on the letter from the Court. Your petition must be in letter form and mailed to the Circuit Executive's Office, 333 Constitution Avenue, NW, Washington, DC 20001-2866. Detailed instructions may be found at www.cadc.uscourts.gov under Judicial Misconduct.

If I am not satisfied with the outcome, is there any way to appeal?

After reviewing your petition, the Circuit Judicial Council may agree with the chief judge's order dismissing the complaint or return the matter to the chief judge for further action. If the Circuit Judicial Council unanimously agrees with the chief judge's order, the process is over and there is no further review. You will receive a copy of the order from the Circuit Judicial Council within 30 days of when you filed your petition for review.



US Courts of the DC Circuit (Employees)

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT US COURTS OF THE DC CIRCUIT EMPLOYEE:

To whom and where should it be addressed?

To submit a compliment or comment about an employee of the US Court of Appeals for the DC Circuit, the US District and Bankruptcy Courts for the District of Columbia, the US Probation Office, the Circuit Executive's Office, or the Circuit Library, you can send it directly to the clerk of the court or the court executive in charge of the particular office. The address for all the offices is:

333 Constitution Avenue, NW
Washington, DC 20001

Can it be submitted electronically? If so, to what email address?

You can also submit comments online by going to www.cadc.uscourts.gov or www.dcd.uscourts.gov under Contact Us.

Will I get a reply? If so, approximately how soon after the submission?

You will typically get a response within one week.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT US COURTS OF THE DC CIRCUIT EMPLOYEE:

DRAFTING THE COMPLAINT

What specific information should be included?

Name, phone number, address, email address, details about the complaint.

Is there a specific form?

No.

Can the person ask for confidentiality in handling the complaint?

Yes.

What languages can you accommodate?

English or Spanish.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

To submit a complaint about an employee of the US Court of Appeals for the DC Circuit, the US District and Bankruptcy Courts for the District of Columbia, the US Probation Office, the Circuit Executive's Office, or the Circuit Library, you can send it directly to the clerk of the court or the court executive in charge of the particular office. The address for all the offices is:

333 Constitution Avenue, NW
Washington, DC 20001

Can it be submitted electronically? If so, to what email address?

You can also submit complaints online by going to www.cadc.uscourts.gov or www.dcd.uscourts.gov under "Contact Us".

Is there a telephone number that I can use to call in complaints?

If you would prefer to call in a complaint, here are the telephone numbers for each office:

- Clerk's Office, US Court of Appeals for the DC Circuit (202) 216-7300
- Clerk's Office, US District and Bankruptcy Courts for DC (202) 354-3051
- US Probation Office (202) 565-1300
- Circuit Executive's Office (202) 216-7340
- Circuit Library (202) 216-7396

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgement that my submission has been received?

Yes.

If so, approximately how soon?

You will typically get a response within one week.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

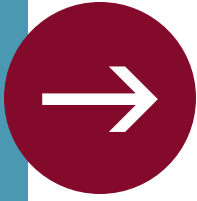
Yes, but you will need to request it.

What are the possible outcomes of a complaint?

Where warranted, a verbal warning, a written admonition, a suspension or a termination.

If I am not satisfied with the outcome, is there a way to appeal?

If you are not satisfied with the outcome, you may write to the chief judge of the particular court. The address for the chief judges of all three courts is 333 Constitution Avenue, NW, Washington, DC 20001.



US Marshals

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT SOMEONE IN THE US MARSHALS SERVICE OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE AGENCY:

To whom and where should it be addressed?

US Marshals Service
Office of Inspection–Internal Affairs
Attention: Assistant Director
2604 Jefferson Davis Highway
Alexandria, VA 22302

Can it be submitted electronically? If so, to what email address?

Yes, send your email to Internal.Affairs@usdoj.gov.

Will I get a reply? If so, approximately how soon after the submission?

Acknowledgement letters or emails are generally sent 7-10 days after the correspondence is received.

↙ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT SOMEONE OR ABOUT SOMETHING THAT HAPPENED:

DRAFTING THE COMPLAINT

What specific information should be included?

Send specific facts about the occurrence plus contact information, if desired.

Is there a specific form?

No.

Can I ask for confidentiality in handling the complaint?

Yes.

What languages are accommodated?

English.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

US Marshals Service
Office of Inspection—Internal Affairs
Attention: Assistant Director
2604 Jefferson Davis Highway
Alexandria, VA 22302

Can it be submitted electronically?

Yes. Please email: Internal.affairs@usdoj.gov

Is there a telephone number that I can use to call in complaints or concerns?

(202) 307-9155

Do different offices handle different types of complaints or concerns?

A complaint may be turned over to human resources once the investigation portion is complete.

Is there a specific office, department, or person that will handle the complaint?

The Office of Inspection

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

If so, approximately how soon?

Acknowledgement letters or emails are generally sent 7-10 days after the correspondence is received.

How will the complaint be investigated?

It depends.

Will I need to participate any further during the investigation?

No, unless you feel that you were a witness and want to participate if asked.

How long does the review process typically take?

That varies depending on the type of complaint.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

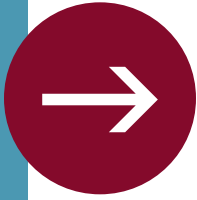
You will not be notified of the outcome.

What are the possible outcomes of a complaint?

One possibility is that the complaint will be turned over to human resources, but possible outcomes vary.

If I am not satisfied with the outcome, is there any way to appeal?

You will not be notified of the outcome.



US Probation Officer

➤ COMPLIMENTS OR COMMENTS

IF YOU WANT TO SUBMIT A COMPLIMENT OR COMMENT ABOUT SOMEONE IN THE US PROBATION OFFICE OR A GENERAL COMPLIMENT OR COMMENT ABOUT THE AGENCY:

To whom and where should it be addressed?

Chief US Probation Officer
333 Constitution Avenue, NW
Washington DC 20001

Can it be submitted electronically? If so, to what email address?

Yes. Go to www.dcp.uscourts.gov, place the cursor over “Contact Us,” and select from the drop-down menu “Email us.”

Will I get a reply? If so, approximately how soon after the submission?

Yes. The Chief Probation Officer will send a thank you soon afterwards. For those on probation, the Chief Probation Officer will meet with you if you are willing to do so, when you leave probation.

✔ COMPLAINTS

IF YOU WANT TO SUBMIT A COMPLAINT ABOUT SOMEONE OR ABOUT SOMETHING THAT HAPPENED:

DRAFTING THE COMPLAINT

What specific information should be included?

For non-supervisees: name, contact information, date, details regarding nature of complaint.

Is there a specific form?

No, not for non-supervisees. Supervisees should use the Office’s feedback form.

Can I ask for confidentiality in handling the complaint?

Yes.

What languages are accommodated?

English and Spanish. The Office of Interpretive Services could be asked to assist with non-English communications.

SUBMITTING THE COMPLAINT

To what address should a complaint be mailed?

Chief US Probation Officer
333 Constitution Avenue, NW
Washington DC 20001

Can it be submitted electronically? If so, to what email address?

To email, go to www.dcp.uscourts.gov, place the cursor over “Contact Us,” and select from the drop-down menu “Email us.”

Is there a telephone number that I can use to call in complaints or concerns?

(202) 565-1336.

Do different offices handle different types of complaints?

No.

Is there a specific office, department, or person that will handle the complaint?

Chief Probation Officer or an appropriate supervisor.

REVIEW OR INVESTIGATION PROCESS

Will I receive an acknowledgment that my submission has been received?

If so, approximately how soon?

Yes. A supervisee receives a call, or, if requested, a letter.

How will the complaint be investigated?

The Chief Probation Officer reviews the complaint, and the Deputy Chief Probation Officer handles the investigation.

Will I need to participate any further during the investigation?

You will likely be asked to be interviewed.

How long does the review process typically take?

Generally 30 days for the manager’s recommendation to be forwarded to the Chief Probation Officer for decision.

AFTER THE REVIEW OR INVESTIGATION

Will I receive a report on the outcome of the complaint?

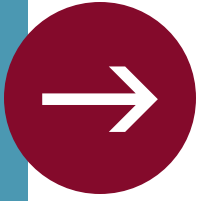
Yes. If the person is a supervisee, usually an in-person report.

What are the possible outcomes of a complaint?

A sustained complaint against an Officer could result in counseling, retraining, reassignment, suspension, referral for termination, or other actions.

If I am not satisfied with the outcome, is there any way to appeal?

The matter can be presented to the chief judge of the US District Court.



About the Council for Court Excellence

Formed in Washington, DC in January 1982, the Council for Court Excellence is a nonprofit, nonpartisan, civic organization. The council works to improve the administration of justice in the local and federal courts and related agencies in the Washington metropolitan area. The Council accomplishes this goal by:

- Identifying and promoting justice system reforms,
- Improving public access to justice, and
- Increasing public understanding and support of our justice system.

As a private nonprofit organization, the Council for Court Excellence depends on charitable donations and other funding from the private sector to accomplish its goals. Individuals, law firms, corporations and foundations support the work of the Council through tax-deductible gifts.

If you would like to contribute to the Council for Court Excellence or would like more information, please contact us at:

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Improving Justice for the Community

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