



# Office of the Independent Police Auditor

Bay Area Rapid Transit District (BART)



OFFICE OF THE INDEPENDENT  
**POLICE AUDITOR**  
BAY AREA RAPID TRANSIT

## COMPLAINT FORM

If you would like to file a complaint, please fill out this form. You may also file a complaint online at [www.bart.gov/policeauditor](http://www.bart.gov/policeauditor).

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Date & Time of Incident \_\_\_\_\_

Location of Incident \_\_\_\_\_

Brief Description of Incident \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please email, fax or mail the completed form to:

**Office of the Independent Police Auditor**

Bay Area Rapid Transit District

P.O. Box 12688, Oakland, CA 94604-2688

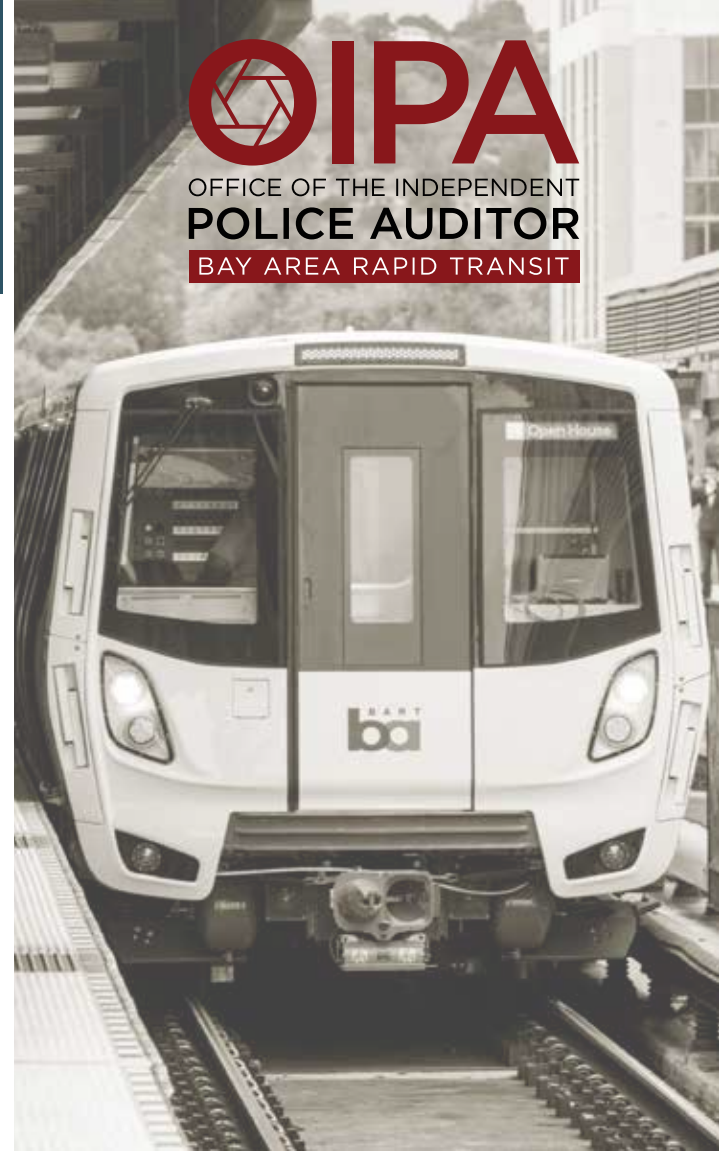
Email: [oipa@bart.gov](mailto:oipa@bart.gov) | Fax: (510) 874-7475

Driven by the Bay Area community's need for restored public confidence and trust in the BART Police Department, and by the call for systemic change to address the need, BART's Office of the Independent Police Auditor was created.

It is the mission of the Office of the Independent Police Auditor to provide all members of the public with effective and independent oversight of the BART Police Department by:

- Conducting unbiased and thorough independent investigations and reviews of police department investigations
- Making policy recommendations to improve the performance of the police department
- Maintaining continual communication with members of the public in the BART service area
- Reviewing every use of force by BART Police Department Officers

**To download a copy of this brochure, visit [www.bart.gov/policeauditor](http://www.bart.gov/policeauditor).**



Providing the Public with  
Effective and Independent  
Oversight of the  
BART Police Department

### What happens after you file a complaint with OIPA?

- 1 | An investigation is initiated
- 2 | Progress is regularly reported
- 3 | OIPA produces an independent finding
- 4 | Findings are sent to the BART Police Citizen Review Board
- 5 | Potential routes of appeal
- 6 | Resolution

2150 Webster Street, 4th Floor  
Oakland, CA 94612

(510) 874-7477 | [oipa@bart.gov](mailto:oipa@bart.gov)  
[www.bart.gov/policeauditor](http://www.bart.gov/policeauditor)



## Independent Oversight: *A Positive New Direction*

The Office of the Independent Police Auditor (OIPA) is an integral component of the *Citizen Oversight Model* adopted by BART's Board of Directors in 2011 and refined in 2018.

- OIPA has unfettered access to police reports, police personnel records and body camera videos
- All involved sworn personnel shall be compelled to meet and cooperate with OIPA in accordance with Government Code 3300-3313
- No one shall in any manner willfully intimidate, influence, impede, deter, threaten, harass, obstruct or prevent, another person, including a child, from freely and truthfully cooperating with OIPA
- OIPA shall, at all times, be totally independent. All investigations, findings, recommendations, and requests made by OIPA shall reflect the views of OIPA alone

To download a copy of the *Citizen Oversight Model*, visit [www.bart.gov/policeauditor](http://www.bart.gov/policeauditor).



## PROVIDING ACCESS AND TRANSPARENCY

### OIPA is charged with a number of specific duties including:

- May accept and investigate any complaint of misconduct
- Any person may file a complaint
- Monitor and review BART Police Department Internal Affairs Bureau investigations
- Provide a mediation option for resolving some complaints
- Respond to the scene of officer-involved shooting incidents and monitor the ensuing BART Police Department investigation

### How Do You File A Complaint?

You can file a complaint with OIPA in a number of convenient ways:

**PHONE:** (510) 874-7477

**FAX:** (510) 874-7475

**EMAIL:** [oipa@bart.gov](mailto:oipa@bart.gov)

**ONLINE:** [www.bart.gov/policeauditor](http://www.bart.gov/policeauditor)

#### MAIL:

Office of the Independent Police Auditor  
Bay Area Rapid Transit District  
P.O. Box 12688, Oakland, CA 94604-2688

#### IN-PERSON VISIT:

2150 Webster Street, 4th Floor  
Oakland, CA 94612

You may also file a complaint by filling out the complaint form on the back of this brochure, making a public comment at a BART Police Citizen Review Board meeting, or you can file a complaint with the BART Police Department Internal Affairs Bureau at (510) 464-7029 or [ia@bart.gov](mailto:ia@bart.gov).

*Every individual regardless of religion, race, immigration or documentation status, or national origin should feel safe to seek and obtain assistance from OIPA. You can file a complaint if you are not a citizen and regardless of your immigration status.*

