

Filing a Complaint with the Community Oversight Board

What is the Community Oversight Board? The Community Oversight Board (COB) was created by the State College Borough to help ensure that the policies and activities of the State College Police Department (SCPD) support smart, equitable, community-based policing.

Why File with the Community Oversight Board? The COB Civilian Complaint Process was created to help ensure that you feel safe and fairly treated when filing a complaint against the SCPD. The COB complaint process provides an alternative way to file a complaint or to voice a concern about the SCPD that supports you and your choices throughout the whole process in a confidential manner. If you feel uncomfortable dealing with the police, would like support or help in filing a complaint, or are unsure about filing a complaint but still want to voice your concerns, the COB complaint process was designed for you.

What is a complaint? You may report or raise a concern about any SCPD employee behaving unprofessionally, acting in a biased manner, using excessive force, or doing anything else you deem to be a violation of the public's trust. In allegations of child abuse, physical harm, or the threat of physical harm, the COB will be required by law to turn the complaint over to the SCPD to be investigated.

Who Can File a Complaint? Anyone can file a complaint. If you provide your contact information, it will be kept confidential. We accept complaints from people reporting on behalf of others and from outside agencies. You may file a complaint anonymously. Anonymous complaints may or may not be referred to the SCPD.

Is Filing a Complaint Safe? We intend for our process to be safe for you. The process is confidential, and we will guide you through the process in a manner that centers your safety, well-being, and personal agency and allows you to decide whether or not to forward your complaint to the SCPD. You will not be asked about your immigration status or criminal background. You will not need to speak with the officer you are filing a complaint against.

How to File a Complaint:

- **Online:** Fill in the complaint on the web form and press the submit button. You will receive an automatic email acknowledging receipt of the form.
- **Mail:** Print the form and mail it to the Community Oversight Board, 243 S Allen Street State College PA 16801.
- **Fax:** Print the form and fax it to the Equity and Inclusion Director at (814) 231-3082
- **In person:** Submit your printed form to the Equity and Inclusion Director, 243 S Allen Street State College PA.
- **Email:** Send your form as an email attachment to ccp@statecollegepa.us.
- **Phone:** Call (814) 234-7100 weekdays from 8:00 a.m. to 4:00 p.m., or (814) 234-7150 after hours, weekends and holidays. Ask for the Director of Equity and Inclusion. If your call is directed to the voicemail system, please leave your phone number and/or e-mail address in the message and we will get back to you as soon as possible.

Is Help Available? You may ask for help from the COB in filing a complaint. For help or language assistance, please contact the Equity and Inclusion Director; you can say what language you need.

What Happens after I File a Complaint? If you have provided contact information, you will be contacted within 48 hours after filing your complaint. Your identity will remain confidential. The COB will guide you through the reporting process in a manner that maintains your ability to decide whether to file your complaint with the SCPD. Any complaints involving child abuse or violence/threat of violence must be forwarded to the SCPD. For all other complaints, the COB will help you decide whether to file the complaint with the SCPD, and support you in filing if you choose to do so. If you decide not to file a complaint with the SCPD, the COB can record your concern confidentially to be used only by the COB for assessing trends. The COB can also connect you with a third party or advocacy group.