



MIT Police Department
 565 Memorial Drive, W91
 Cambridge, MA 02139
 (617)253-1212

2025 Annual Summary of Positive Feedback and Complaints

This report was prepared as required by Section XII. of the Internal Affairs Policy which reads;

“The Chief of Police will make publicly available an annual summary of complaint statistics (including both community complaints and Positive Feedback), indicating the number of complaints filed (by type of complaint), and the outcome of the investigations undertaken (by outcome classification). In addition, the Annual Report should outline the procedures the public may follow in filing a complaint or providing Positive Feedback. [52.1.11; 52.1.12]”

POSITIVE FEEDBACK

Positive Feedback: The department received **8** notes of Positive Feedback in 2025. These notes were received in various methods including via email, from the MIT Police website feedback section, over the phone, and on notes sent to the department.

How to leave positive feedback:

1. Visit the “Positive Feedback” section of the MIT Police website at <https://police.mit.edu/positive-feedback> and follow the instructions.
2. Call MIT Police at 617-253-1212 and ask to speak with a supervisor.
3. Stop by MIT Police Headquarters at 565 Memorial Drive, W91 Cambridge, MA 02139 and ask to speak with a supervisor.
4. Approach an MIT Police Officer or department employee and ask to speak with a supervisor.

COMPLAINTS

Complaints: There were **4** complaints filed in 2025. The breakdown of the complaints, including types of complaints and dispositions, can be found in the table below.

<i>Types of Complaints</i>	<i>Number</i>	<i>Investigation Outcomes</i>	<i>Investigation Number</i>
Bias	1	Exonerated	IA 2025-0723
Rude and Discourteous	2	Not sustained	IA 2025-0723 and IA 2025-0725
Violation of MIT policy off-duty conduct	1	Under Investigation	IA 2025-0725A

How to make a complaint:

1. Visit the “Complaint Form” section of the MIT Police website at <https://police.mit.edu/complaint-form> and follow the instructions.
2. Call MIT Police at 617-253-1212 and ask to speak with a supervisor.
3. Stop by MIT Police Headquarters at 565 Memorial Drive, W91 Cambridge, MA 02139 and ask to speak with a supervisor.
4. Approach an MIT Police Officer or department employee and ask to speak with a supervisor.