



DEPARTMENT NOTICE

22-029
03/22/22

DPA Complaint Log (Re-issue DB 19-185)

SFPD Form 599 (Rev. 03/22) is used to track complaints received at District Stations from members of the public against on-duty SFPD officers (DGO 2.04 Complaints Against Officers).

All District Stations shall maintain the log in the Platoon Commander's Office. When a complaint is received, members shall follow the procedures listed in DGO 2.04. The member preparing the complaint shall notify DEM that they have an [REDACTED] and request a CAD number. The member shall ensure that the complaint is properly and accurately documented on the station's DPA Complaint Log. The member shall also write the CAD number on the DPA Complaint Form (SFPD/DPA 293) adjacent to the "DPA Use Only" box.

Upon receipt of a complaint, the member preparing the complaint shall do the following immediately upon its completion and prior to the end of the shift:

- Scan and email the complaint form to the DPA email address: [REDACTED]
- Print a sent email receipt from your "Sent Items" folder
- Document the complaint on the DPA Complaint Log and attach the sent email receipt to the log page corresponding to the specific date the complaint was received.

Members are reminded to provide any received supporting documents, such as written statements with the completed complaint. For digital evidence, except in cases where an immediate investigation is required, advise the complainant to retain the evidence and supply it to the assigned DPA Investigator when contacted. The preparing member shall notate the existence of digital evidence on the complaint form and the DPA Complaint Log for DPA's awareness.

The dayshift Platoon Commander shall email a copy of the DPA Complaint Log **to DPA by 0900 hrs. every Friday**. The Platoon Commander shall ensure the DPA Log was properly completed, and any collected supporting documentation is attached prior to emailing.

If no complaints are made by a member of the community, forms shall still be emailed with a notation "No complaints received." (Example shown on attachment.) All DPA Complaint Logs are to be scanned in black and white at 300 dpi. Original copies shall be archived at the District Station for no less than five (5) years.

A handwritten signature in blue ink that reads "William Scott".

WILLIAM SCOTT
Chief of Police

Per DN 20-150, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional information.