



# DEPARTMENT NOTICE

23-002

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## Weekly DPA Complaints Log (Supersedes DN 22-029)

The “**Weekly DPA Complaints Log**” (SFPD Form 599) is used to track complaints received at District Stations from members of the public against on-duty sworn SFPD members. All District Stations shall maintain completed **Weekly DPA Complaints Log** in the Platoon Commander’s (PC’s) Office.

When a complaint is received, members shall adhere to the procedures outlined in DGO 2.04. The member documenting the complaint shall also do the following:

- Notify DEM of an “On-view 909” and request a CAD number.
- On the DPA/SFPD Complaint Form 293, write the CAD number next to “DPA Use Only” box.
- Enter each complaint on the corresponding **Weekly DPA Complaints Log** with pertinent details.
- Scan and email the completed Complaint Form 293 to [dpa.logs@sfgov.org](mailto:dpa.logs@sfgov.org).
- Print-out a “Sent” email receipt as proof that the scanned Complaint Form 293 was sent to DPA. Attach print-out of Sent email receipt to the **Weekly DPA Complaints Log**.

Members are reminded when a complainant provides any document relevant to a complaint - such as a separate written statement, the supporting document(s) shall be scanned and attached to Complaint Form 293 prior to emailing DPA. For digital evidence, except in cases when an immediate investigation is required, members shall advise the complainant to retain the evidence and provide it to the assigned DPA Investigator when contacted. The preparing member shall notate the existence of digital evidence on Complaint Form 293 and on the **Weekly DPA Complaints Log**.

The dayshift Platoon Commander (PC) shall email, **every Friday by 0900 hours**, a scanned PDF of completed and signed **Weekly DPA Complaints Log** (that covers the past 7 days). The PC shall ensure:

- Each Log is properly completed and signed.
- A print-out of Sent email receipt for each logged complaint is attached to corresponding Weekly Log.

If no complaint is received at a Station in a previous 7-day period (spanning Friday to Thursday), the **Weekly DPA Complaints Log shall still be emailed** (on every Friday by 0900 hours) with the Zero Complaint box checked. Each completed **Weekly DPA Complaints Log** shall be legibly scanned. The original logs and their respective Sent email receipts shall be archived at District Stations for no less than five (5) years.

  
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](mailto:sfpd.writtendirectives@sfgov.org) who will provide additional information.*

# WEEKLY DPA COMPLAINTS LOG



BY ORDER OF THE CHIEF, THIS FORM SHALL BE SCANNED (300 DPI) & EMAILED TO  
 DEPARTMENT OF POLICE ACCOUNTABILITY: [dpa.logs@sfgov.org](mailto:dpa.logs@sfgov.org)  
 AT THE END OF EVERY WEEK ON FRIDAY BY 0900 HOURS.

↪ THIS LOG COVERS THE PREVIOUS 7 DAYS (FRIDAY TO THURSDAY) ←

STATION:	DATE (FRIDAY):
OIC SIGNATURE:	TIME EMAILED:

IF ZERO COMPLAINT IN PAST 7 DAYS, ✓ THIS BOX ➡

DATE & TIME COMPLAINT RECEIVED	
LOCATION OF OCCURRENCE	
NAME & STAR OF MEMBER PREPARING COMPLAINT	
CASE & CAD #	
COMPLAINANT NAME	
COMPLAINANT PHONE & EMAIL	
COMPLAINANT PROVIDE SUPPORTING DOCS? (Y/N)	
NAMED MEMBER & STAR	
IMMEDIATE INVESTIGATION REQUIRED? (Y/N)	

FOR ABOVE ↑, ATTACH TO THIS LOG A PRINTED "SENT TO DPA" EMAIL RECEIPT OF SCANNED COMPLAINT FORM 293.

DATE & TIME COMPLAINT RECEIVED	
LOCATION OF OCCURRENCE	
NAME & STAR OF MEMBER PREPARING COMPLAINT	
CASE & CAD #	
COMPLAINANT NAME	
COMPLAINANT PHONE & EMAIL	
PROVIDED SUPPORTING DOCUMENTS? (Y/N)	
NAMED MEMBER & STAR	
IMMEDIATE INVESTIGATION REQUIRED? (Y/N)	

FOR ABOVE ↑, ATTACH TO THIS LOG A PRINTED "SENT TO DPA" EMAIL RECEIPT OF SCANNED COMPLAINT FORM 293.

DATE & TIME COMPLAINT RECEIVED	
LOCATION OF OCCURRENCE	
NAME & STAR OF MEMBER PREPARING COMPLAINT	
CASE & CAD #	
COMPLAINANT NAME	
COMPLAINANT PHONE & EMAIL	
PROVIDED SUPPORTING DOCUMENTS? (Y/N)	
NAMED MEMBER & STAR	
IMMEDIATE INVESTIGATION REQUIRED? (Y/N)	

FOR ABOVE ↑, ATTACH TO THIS LOG A PRINTED "SENT TO DPA" EMAIL RECEIPT OF SCANNED COMPLAINT FORM 293.

\*RETAIN COMPLETED LOG AT STATION FOR NO LESS THAN 5 YEARS.