

Taraval Station

Bi-annual Community Meeting



CITY & COUNTY OF SAN FRANCISCO

Police Department

03-18-2021



Officer Conduct/Members of the Public Complaint/Commendation Process



San Francisco Police Department
Taraval Station

Did You Know.?



Commending an Officer

There are several ways you can offer a compliment to our officers and civilian workers for a job well done:

- You can email the Captain of the station in your neighborhood
 - Nicholas.Rainsford@sfgov.org
- You can contact the department's Community Engagement Division
 - sfpdcommunityrelations@sfgov.org
- You can also write to or email Chief William Scott
 - San Francisco Police Headquarters, Chief's Office
1245 3rd Street, 6th Floor
San Francisco, CA 94158

Or Email

- SFPDChief@sfgov.org

Bias-Free Policing Policy



- On 08/21/2020 the SFPD re-affirmed its commitment to serve the community of San Francisco without bias by updating DGO 5.17 Bias-Free Policing Policy. The SFPD is dedicated to guaranteeing that every person is afforded equal protection under the law. The SFPD’s policy is one of the first to incorporate training on “bias by proxy,” and explains the best practices to ensure that bias does not affect how its members interact with the community. To see more about the strategies to eliminate bias within the SFPD, please explore our Bias-Free Policing webpage
- <https://www.sanfranciscopolice.org/your-sfpd/policies/bias-free-policing>

Police Complaint

The San Francisco Police Department is committed to ensuring that all of our officers and civilian staff provide unbiased, quality service to our City's diverse communities. Toward that goal, the SFPD and the City of San Francisco provide several ways to file a complaint



Police Complaint

How You Can File A Complaint:

- The Department of Police Accountability is charged with impartially investigating complaints against SFPD officers and making policy recommendations regarding police practices
- You can call the DPA at 1-415-241-7711 (the TTY line is 1-415-241-7770) or visit the Department of Police Accountability website <https://sfgov.org/dpa//>

Police Complaint

How You Can File A Complaint:

- it is the policy of the SFPD to accept all complaints of official misconduct regardless of the source (e.g. juvenile, anonymous, third party, etc.), whether received electronically, by letter, telephone, or in person
- You may also contact a department supervisor at any SFPD police station. Each station is open 24 hours a day and SFPD personnel are required to receive complaints courteously and to assist you with filing them
- All complaints filed with the SFPD will be routed to the DPA for investigation
- <https://www.sanfranciscopolice.org/get-service>

Police Complaint

What Happens Next.?



Police Complaint

Notification and Review

After completing an investigation, the DPA shall ensure that every named officer and complainant receive a letter containing the disposition of the complaint and instructions for requesting a hearing. For investigations that contain multiple allegations against a member, the DPA will list the findings for each of the allegations

Police Complaint

Notification and Review

- Quarterly, a meeting between the Police Department and the Department of Police Accountability will take place, referred to as the Disciplinary Review Board (DRB)
- The DRB consists of the Assistant Chief of Staff, the Deputy Chiefs of the Administration and Field Operations Bureaus, a member of the Police Commission and the Director of the Department of Police Accountability

The DRB will discuss:

- Aggregate trends related to DPA and IAD complaints, both alleged and sustained
- Policy failure or training failure cases closed in the prior quarter
- The Department in consultation with the DPA will select sustained cases from the previous quarter for review to determine the need for training or policy changes
- SFPD and DPA Recommendations

Police Complaint

Notification and Review

- The DRB shall consider whether any policy, procedures or training needs to be revised, added or re-issued if it relates to the subject matter reviewed
- The DRB make written recommendations that include the manner in which the recommendation shall be implemented and a timeline for completion based upon identified priority level and complexity of recommendation
- The DRB shall report quarterly to the public and to the Commission those policy and training changes it recommends, and the measurement of the success or failure of each change, in a manner consistent with individual police officer privacy rights. The guidelines for the report are contained within the MOU between SFPD and DPA
- This information can be accessed by visiting:
<https://sfgov.org/policecommission/police-commission-disciplinary-actions-veronese-reports>

Complaint Against Non-Sworn Member

How You Can File A Complaint:



- It is the policy of the SFPD to accept all complaints of official misconduct regardless of the source (e.g. juvenile, anonymous, third party, etc.), whether received electronically, by letter, telephone, or in person
- You may also contact a department supervisor at any SFPD police station
- Each station is open 24 hours a day and SFPD personnel are required to receive complaints courteously and to assist you with filing them

Complaint Against Non-Sworn Member

Notification and Review

- The Internal Affairs Division of the SFPD is responsible for investigating these type of complaints
- After the completion of each formal investigation, the Commanding Officer of the Risk Management Division will ensure that the complainant and the member both receive a letter containing the final disposition of the case

Additional Information



Published Reports

How/Where to Find:



- The SFPD is committed to serving the youth in our community, and has created a “Youth Know Your Rights” brochure to explain how it has updated its policies regarding interacting with juveniles. The forms are available in English, Spanish, Chinese, Russian, Vietnamese, and Tagalog. Further information about the SFPD’s policies regarding juveniles may be found in DGO 7.01 Policies and Procedures for Juveniles: Detention, Arrest, and Custody.
- <https://sfgov.org/policecommission/know-your-rights-brochures-youth>

Published Reports

How/Where to Find:



- In order to locate Use of Force, [IS, FDRB Reports, Reports on IAD and Police Commission Sustained Complaints and Sworn Demographics, as well as
- General information regarding the investigation of Officer Involved Shootings, including the Quarterly Update on OIS Investigations, please visit:
 - <https://www.sanfranciscopolice.org/your-sfpd/published-reports>
- In order to locate information on the SFPD's Whistleblower Program and Policy Regarding Biased Policing, please visit:
 - <https://www.sanfranciscopolice.org/your-sfpd/policies/bias-free-policing>

Thank you.
Any Questions?