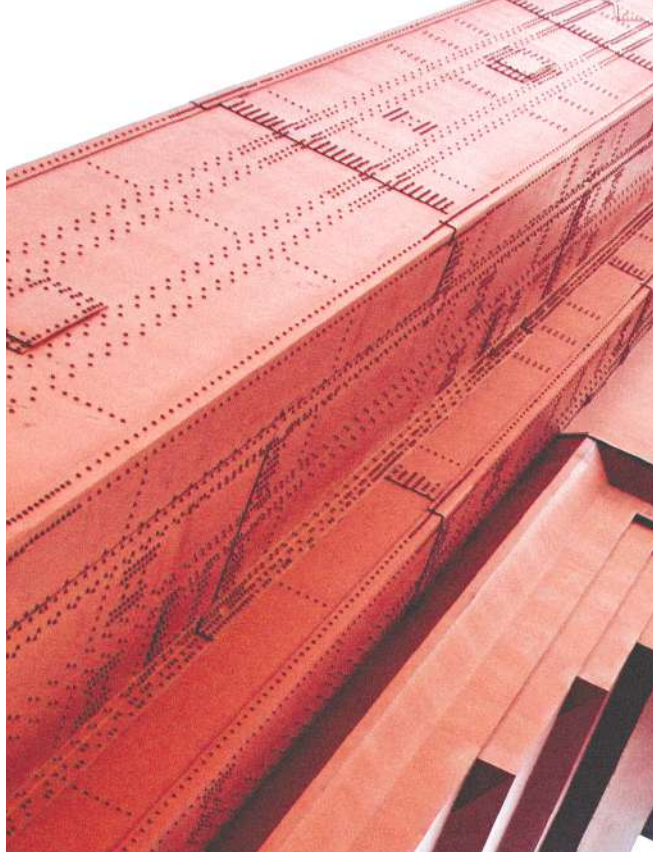




## MEDIATION

Mediation is an alternative way of resolving complaints about police conduct. The DPA identifies cases where the parties might benefit from a face-to-face discussion of their perspectives on the encounter that resulted in a complaint. If both parties agree, the case is taken out of the investigation process and scheduled for a mediation with our trained volunteer mediators.

All mediators are neutral third parties trained and experienced in helping people resolve their differences in a constructive manner.



### SAN FRANCISCO DEPARTMENT OF POLICE ACCOUNTABILITY

1 So. Van Ness Ave., 8th Fl.  
San Francisco, CA 94103

Phone: (415) 241-7711

Fax: (415) 241-7733

TTY: (415) 241-7770

Website: [sfgov.org/dpa](http://sfgov.org/dpa)

Twitter: @SF\_DPA

### DIRECTIONS BY MASS TRANSIT

Major cross-streets

Market St. & Van Ness Ave.

BART: Just blocks from Civic Center BART Station

MUNI: Routes 47 and 49, drop off on Van Ness Ave. For additional MUNI routes, call 311.

**COMPLAINT  
ABOUT A  
SAN FRANCISCO  
POLICE  
DEPARTMENT  
OFFICER  
OR  
POLICE  
PRACTICE?**



# DPA

San Francisco Department of Police Accountability

# SAN FRANCISCO DEPARTMENT OF POLICE ACCOUNTABILITY (DPA)

## MISSION

Established in 1983 by a voter initiated charter amendment, the DPA's mission is to promptly, fairly, and impartially investigate complaints against the San Francisco Police Department, make policy recommendations regarding police practice, investigate all officer-involved shootings, and conduct periodic audits of the San Francisco Police Department.

## GOALS

To ensure community safety, enhance community police relations, make policy recommendations regarding police practices, and provide an independent review process.

## STRATEGY

Independent of the San Francisco Police Department, the DPA is staffed by a diverse group of civilians who have never been SFPD officers. The DPA conducts impartial and thorough investigations into complaints of police misconduct and inadequate services involving the San Francisco Police Department with respect to the rights of all parties involved. In addition, the DPA builds bridges between the community and the San Francisco Police Department through mediation and other restorative practices. The DPA conveys concerns and needs of the community to the Police Commission and reports back to the community through outreach.

## WHO CAN FILE A COMPLAINT?

Anyone can file a complaint. Complaints can be submitted anonymously, by a third party or concerned community member, by a person who witnesses or experiences alleged SFPD misconduct, or by a non-resident of San Francisco.

You can file a complaint

- regardless of your age.
- regardless of immigration status.
- if you are incarcerated.
- if you do not speak English.

**Interpretation and translation services are available.**

## POLICE RETALIATION FOR FILING A COMPLAINT IS ILLEGAL!

## WHAT TO INCLUDE

Any or all of the following:

- your contact information.
- location, time, and date of incident.
- officer's name and star # (if known).
- witness names and contact information.
- specific details, including words and actions by all involved parties.

**If you are injured, file your complaint as soon as possible so photographs and medical records can be obtained immediately.**

## WAYS TO FILE A WHAT HAPPENS AFTER I FILE A COMPLAINT?

**Online:** Visit and complete the online complaint form <http://policecomplaints.sfgov.org> Over the Phone: Call our office at (415) 241-7711 | TTY (415) 241-7770.

**In Person or Mail:** Visit our office at 1 So. Van Ness Ave., 8 Fl. San Francisco, CA 94103 to be interviewed on the same day by one of our investigators. Complaint forms or letters may also be mailed.

Complaints can also be filed at Local Police District Stations

## WHAT HAPPENS AFTER I FILE A COMPLAINT

A DPA staff member will contact you about your case to begin the investigation. This may include interviewing witnesses and officers, a review of police records, policies and procedures, a review of medical records, photographing individuals and scenes, and the gathering, preservation and inspection of any other evidence.

In the event a complaint ends with a finding of misconduct, a report is forwarded to the Chief of Police for further action. In more serious cases, the DPA files charges with the Police Commission.