**Complaint Types**
- Verbal or Written
- Formal or Informal
- Minor or Major
- Internal or Civilian

**Complaint Intake**
Complaints may be received directly by PAB Manager or via UCSFPD, Whistleblower Hotline or UCOP Ethics Point.

**Triage & Tracking**
- Civilian complaints only (community, staff, student, patient, etc.)
- Complaint must be against sworn UCSF police officer
- Complaint must allege a policy violation
- Complaint must be non-criminal
- Complainant must desire investigation

**Preliminary Review**
Internal UCSF investigations unit reviews complaint to determine if there is a potential policy violation within 30 calendar days.

**Formal Investigation**
In collaboration with UCSF, UC Davis conducts investigation within 90 business days of complaint intake and produces written report.

**Review**
PAB reviews report, summarizes findings, votes on action, and makes written recommendation to UCSFPD within 1 week of voting.

**Disposition**
- Within 30 business days of UCSFPD Chief’s final review and determination, written notice of finding(s) will be sent to complaining party.
- PAB Manager documents all dispositions and reports annually.

**LEGEND**
- PAB: Police Accountability Board
- UCSFPD: UCSF Police Department
- UCOP: UC Office of the President
- OPHD: Office for the Prevention of Harassment and Discrimination
- LER: Labor and Employee Relations

All civilian complaints filed with UCSFPD will be shared with PAB Manager within 2 business days, and vice versa.

PAB Manager rules out if:
- Internal UCSFPD affairs.
- Officer issues off the job.
- Non-investigation or alternate resolution identified.
- Complaint against security, OPHD, LER, etc.