

Citizen Complaint Procedure



**University of California
Police Department,
San Francisco**

**Mike Denson,
Chief of Police**

The UCSF Police Department welcomes valid complaints about the department's service or its personnel. Your constructive comments provide an open channel of communication between the department and the campus community. The purpose of this policy is to ensure thorough investigation of all complaints submitted to the department by members of the campus community.

Any complaint can be made without giving your name. Understandably, you cannot be informed as to the result of your complaint if you remain anonymous. However, if you make your identity known, you will be advised of the disposition of your complaint. After a thorough investigation, your complaint will be classified with one of the following dispositions:

Sustained When the investigation discloses that the act reported did occur and constituted misconduct or improper job performance.

Not Sustained When the investigation discloses insufficient evidence to clearly prove or disprove the allegations made.

Exonerated When the investigation indicates the act occurred, but the act was justified, lawful, and proper.

Unfounded When the investigation indicates the act complained of did not occur.

To Submit a Complaint:

(1) Mail enclosed complaint form to:

Mike Denson, Chief of Police
UCSF Police Department
654 Minnesota Street
San Francisco, CA 94143 – 0238

(2) Online:

<http://police.ucsf.edu/contact-us/citizen-report-form>

(3) In person, at the following locations:

1855 Folsom Street, Room 145
654 Minnesota Street, Room 180

(4) Call the Watch Commander:

(Cell) 415-460-5867 (Office) 415-476-4020

(5) Call the Office of the Chief of Police:

415-476-5455

Office of Public Safety: 415-476-8871

Mailing Address:

UCSF Police Department
654 Minnesota Street
Room 180, Box 238
San Francisco, Ca 94143

Website: <http://police.ucsf.edu>

Email: police@ucsf.edu

Non-Emergency / 24 hour (TDD):

6-1414 (From a Campus Phone)
415-476-1414 (From a Non-Campus Phone)

Emergency

9 + 911 (From Campus Phone)
415-476-6911 (From a non-campus Phone)

