



City of
**Mountain
View**

PSAB Quarterly Complaint Data January- March, 2022 (Q1)



Quarterly Report Process

- Data will be presented quarterly (work plan item)
 - Allow for comparison over time
- Data is provided to by the Professional Standards Unit
 - Includes complaints and Internal Affairs incidents
- Potential personnel matters limiting specifics
 - Data will be anonymized where appropriate

Documentation Type

IA / MI	<i>Origin</i>	<i>Sworn / PS</i>	<i>Nature</i>	<i>Anonymous?</i>	<i>Formal Complaint Requested</i>	<i>Disposition</i>	<i>Level of Complaint</i>
IA							
MI							

- Formal Internal Affairs complaints (IA)
- Miscellaneous Identification Number (MI)

Origin of Complaint / Concern

<i>IA / MI</i>	<i>Origin</i>	<i>Sworn / PS</i>	<i>Nature</i>	<i>Anonymous?</i>	<i>Formal Complaint Requested</i>	<i>Disposition</i>	<i>Level of Complaint</i>
	Internal						
	External						

- Internally Generated
- Externally Generated



<i>IA / MI</i>	<i>Origin</i>	Sworn / PS	Nature	Anonymous?	Formal Complaint Requested	Disposition	Level of Complaint
		PS					
		PS					

- Sworn
- Professional Staff (PS)

Nature of Complaint

<i>IA / MI</i>	<i>Origin</i>	<i>Sworn / PS</i>	<i>Nature</i>	<i>Anonymous?</i>	<i>Formal Complaint Requested</i>	<i>Disposition</i>	<i>Level of Complaint</i>
			Rude				
			Other				

- Vehicle Operations
- Law Violations
- Policy Violations (Other than Rude Discourteous Behavior)
- Rude Discourteous Behavior
- Excessive/Unreasonable Force (includes unreasonable per SB 16)
- Racial Bias / Discrimination
- Other

Is the Complainant Anonymous?

<i>IA / MI</i>	<i>Origin</i>	<i>Sworn / PS</i>	<i>Nature</i>	<i>Anonymous?</i>	<i>Formal Complaint Requested</i>	<i>Disposition</i>	<i>Level of Complaint</i>
				N			
				Y			

- Anonymous Complaints
 - Background and Reasoning

Complainant Requests Formal Complaint

<i>IA / MI</i>	<i>Origin</i>	<i>Sworn / PS</i>	<i>Nature</i>	<i>Anonymous ?</i>	Formal Complaint Requested	<i>Disposition</i>	<i>Level of Complaint</i>
					F		
					I		

- Complaint types
 - Formal (F)
 - Informal (I)

Disposition of a Complaint

<i>IA / MI</i>	<i>Origin</i>	<i>Sworn / PS</i>	<i>Nature</i>	<i>Anonymous ?</i>	<i>Formal Complaint Requested</i>	Disposition	<i>Level of Complaint</i>
						No Finding	
						Sustained	

- Unfounded
- Not Substantiated
- Exonerated
- Sustained
- No Finding
- Pending

Level Complaint Alleged

<i>IA / MI</i>	<i>Origin</i>	<i>Sworn / PS</i>	<i>Nature</i>	<i>Anonymous?</i>	<i>Formal Complaint Requested</i>	<i>Disposition</i>	Level of Complaint
							Major
							Minor

- Major
- Minor



January- March (Q1) 2022 Complaints

<i>IA / MI</i>	<i>Origin</i>	<i>Sworn / PS</i>	<i>Nature</i>	<i>Anonymous?</i>	<i>Formal Complaint Requested</i>	<i>Disposition</i>	<i>Level of Complaint</i>
IA	External	Sworn	Policy	N	F	Pending	Major
MI	External	Sworn	Law	N	F	Not Sustained	Minor

October – December (Q4) 2021 Complaints

IA / MI	Origin	Sworn / PS	Nature	Anonymous?	Formal Complaint Requested	Disposition	Level of Complaint
IA	Internal	Sworn	Policy	N	F	Sustained	Minor
IA	External	Sworn	Rudeness	N	F	Pending	Minor
IA	External	Sworn	Policy	N	F	Pending	Minor
IA	External	Sworn	Law	N	F	Unfounded	Major
IA	Internal	Sworn	Law	N	F	Pending	Major
IA	Internal	Sworn	Policy	N	F	Pending	Major
MI	External	Sworn	Policy	N	F	Unfounded	Minor



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Questions, comments and
concerns