



Complaint Intake, Screening, and Analysis

Competency Checklist

Your Learning Competencies

- I can define jurisdiction and legal sufficiency as the two Standards of Acceptance**
- I can determine** whether a complaint meets both Standards of Acceptance before screening in
- I can identify** at least five common sources of complaints
- I can conduct** an intake interview that covers the six essential components
- I can ask** clarifying questions to gather additional details about allegations
- I can analyze** a complaint to determine if other agencies need to be notified
- I can assign** appropriate priority levels based on public safety considerations
- I can document** the rationale for screening decisions