



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

This competency checklist serves as a record of learning objectives achieved in the Complaint Intake, Screening, and Analysis module.