

THE POSSIBLE DISPOSITIONS OF COMPLAINTS ARE CLASSIFIED AS FOLLOWS:

UNFOUNDED

Either the allegation is demonstrably false, or there is no credible evidence to support it.

EXONERATED

An act occurred, but it was justified, legal, and/or proper.

SUBSTANTIATED MISCONDUCT NOT BASED ON ORIGINAL COMPLAINT

This is used to indicate the discovery of substantial acts of misconduct that were not alleged in the original complaint.

COMPLAINT WITHDRAWN

The complainant withdrew the allegation prior to the completion of the investigation and indicated no further desire to pursue the matter.

UNABLE TO VERIFY

(Insufficient Evidence)

The investigation produced insufficient information to prove or disapprove the allegation.

SUBSTANTIATED

(Improper Conduct)

The accused employee committed all or part of the alleged acts of misconduct. In all cases, the complainant is notified of the disposition. There are five types of disciplinary action which can be recommended for a sustained case: (1) Oral reprimand—the first step in terms of severity of corrective action; (2) Written reprimand—an official censure of unacceptable acts or behavior which is administered in a positive manner; (3) Suspension—a temporary removal from the ranks of active employment and loss of pay; (4) Demotion—applicable only to supervisors; and (5) Termination from employment.

Summary of Complaint Procedures



COMPLAINT
Complaint Registered
Complaint Investigation
Summation of Investigation
Disposition of Complaint

CHAIN OF COMMAND
Recommendations of Discipline

CHIEF OF POLICE
Review and Final Decision

DISPOSITION
Final Action
Notification of Complainant



"Working with Citizens for a Safe Community"



JACKSONVILLE BEACH
POLICE DEPARTMENT
101 South Penman Road
Jacksonville Beach, Florida 32250
(904) 270-1667
(904) 247-6342 fax

Patrick K. Dooley
Chief of Police

CITIZEN COMPLAINT PROCEDURES

WHO MAY REGISTER A COMPLAINT

A complaint may be made by any citizen or a member of the police department. Complaints may be filed in person, by mail or by telephone. Anonymous complaints will be handled at the discretion of the Chief of Police.

A complaint may be submitted to any member of the police department. All complaints are forwarded to an on-duty supervisor.

Every complaint, regardless of its nature, is appropriately investigated. Whenever possible, complaints of minor violations of police department policy or procedures are assigned to the supervisor of the employee.

HOW TO REGISTER A COMPLAINT

1. Telephone the police department 24 hours a day, 7 days a week at 270-1667, and request to speak to an on-duty supervisor.
2. Come to the police department in person, 101 Penman Road, South, and request an on-duty supervisor.
3. Present the complaint to an on-duty supervisor.
4. Your complaint may be assigned to an internal investigator or may be handled by an on-duty supervisor, the complaint is investigated, and a report is then submitted through the employee's chain of command for recommendations.
5. Review and final action by the Chief of Police.
6. You will be informed of the disposition of the complaint either in person, by telephone, or by mail.

INTERNAL INVESTIGATION FUNCTION

The function of internal investigations is to investigate or cause to be investigated allegations of employee misconduct committed by members of the Jacksonville Beach Police Department and to ascertain whether any member of the police department has violated any of the written directives of the department, or state/federal statutes, or municipal ordinances.

The investigation of all complaints, together with fair and impartial evaluations of findings, serves to protect the public against any possible abuse of power. It also affords police department members protection against invalid charges.

A system of complaint and disciplinary procedures not only subjects members to corrective action when they conduct themselves improperly, but also protects them from unwarranted criticism when they discharge their duties properly.



***"Working with Citizens
for a Safe Community"***

COMPLAINT PROCEDURE

Complaints generally fall into two categories:

1. **SERIOUS MISCONDUCT**—alleged commission of an unlawful act or actions on the part of the employee which warrant a formal internal investigation; or
2. **MINOR MISCONDUCT**—alleged violations of police department written rules and/or regulations.

Minor misconduct is investigated by the member's immediate supervisor. A written report is forwarded to the Division Commander for review and comments. The Division Commander will then forward the report to the Chief of Police who will determine if additional action is needed.

Serious complaints are investigated by internal investigations personnel. A comprehensive report is prepared which may include sworn statements from the complainant, the affected employee/s, and any witnesses.

The completed investigative report also includes a narrative summary of the events and a finding of facts. The report will present an accurate account of the circumstances as they actually occurred. This permits the supervisors to make a proper recommendation based upon the investigative findings presented.

The employees' supervisors include their immediate supervisor and division commander. Recommendations regarding the necessity of disciplinary action and the specific action to be taken will be made at each level in the chain of command with the ultimate decision resting with the Chief of Police.

"Self-Improvement" "High Moral Character" "Professionalism" "Dependability" "Initiative" "Compassion" "Integrity"