



## PORT ORANGE POLICE DEPARTMENT

### *Citizen Complaint Form*

Citizens are encouraged to bring forward legitimate grievances regarding misconduct by any Port Orange Police Department employee. If you have a general complaint, problem, suggestion or praise you would like to tell us about and do not wish to be contacted, please use the online feedback form. However, specific complaints concerning misconduct should be documented on a Citizen Complaint Form. The form requires Adobe Acrobat Reader to download. The form is also available in the Port Orange Police Department lobby.

This complaint form is to be made available to any citizen who wishes to file a complaint. The person who is making the complaint must complete the form in its entirety. While we prefer that complaints be signed and notarized, we will accept your complaint without a signature or a requirement that you meet with a supervisor to thoroughly discuss your complaint. We encourage you to meet with a supervisor to discuss your complaint, as many times a complaint may be resolved to your satisfaction at the supervisor level. If you elect to sign the complaint form, your signature must be notarized. Any Notary Public can notarize this form. Anyone who needs assistance in completing the complaint form should call 756-7400 and ask for a Port Orange Police Department Supervisor. The completed and notarized form must be submitted at the front desk of the Port Orange Police Department or mailed to the Port Orange Police Department at 4545 Clyde Morris Blvd. Port Orange, FL 32129 or given directly to any supervisor of the Port Orange Police Department. Unsigned forms may be returned in the same manner. The complainant should be sure to leave a phone number and e-mail address in the space indicated on the complaint form. Important: The assigned investigator will contact you using the phone number and e-mail address provided.

An investigator will contact the complainant as soon as practical after receiving the complaint, usually within three days of receiving the complaint. Investigations are to be completed within 60 days of receiving the complaint. In order to preserve the integrity of the process, all investigations of misconduct are based on sworn testimony given in writing and in recorded sworn oral interviews. In the interest of fairness, it is important that Florida Statutes 837.06 and 775.082-083 are understood by anyone making an official statement in connection with an official investigation. Florida Statute 837.06 reads in part: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of their official duty shall be guilty of a misdemeanor of the second degree. False statements will be referred to the Florida State's Attorney's Office for criminal prosecution. Further, if the allegations against the officer are *Not Sustained*, the accused has the right to pursue civil recourse against the complainant.

In the interest of maintaining the integrity of this investigation, I would ask for your cooperation by not discussing the specifics of this case with anyone other than the investigator or your representative until the investigation has been concluded. Although there is no legal prohibition against this, such discussions could adversely affect the accuracy of our findings. Please be assured that our investigation will be thorough and timely.

Port Orange is an Equal Opportunity Employer

# Port Orange Police Department

Citizen Complaint Form, Lobby/ Internet

CASE # (if known): \_\_\_\_\_

Incident Date: \_\_\_\_\_ Time of Incident: \_\_\_\_\_ Date of this Complaint: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

1<sup>st</sup> Officer Involved: \_\_\_\_\_

2<sup>nd</sup> Officer Involved: \_\_\_\_\_

### **Complainant Information**

**If you will be meeting with a police supervisor to make your complaint there is no need for you to complete this section of the complaint form as this information will be documented by the supervisor. Kindly proceed to the reverse side of this form to complete a statement describing your complaint.**

Involvement: Check the box that best describes your involvement in this complaint.

Defendant     Victim     Witness     Other \_\_\_\_\_

Your Last Name: \_\_\_\_\_ First: \_\_\_\_\_

Middle: \_\_\_\_\_ Your Birth Date: \_\_\_\_\_

Driver's License State / Number: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Employer: \_\_\_\_\_

Work Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone with Area Code: \_\_\_\_\_ Work w/ Area: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Complainant wants to know disposition**

**(Complete Statement on the Next Page)**



**Supervisor Responsibility Checklist:**

NA

- Determine if complaint exists.
- Assist the citizen to document information on the complaint form.
- Ask all telephone complainants to meet and sign complaint form.
- Complainant's statement is legible and contains all necessary information to proceed.
- Ensure complainant initials and signs false affidavit release.
- Complainant signs the complaint form, or note a refusal to sign.
- Collect all relevant information for the complaint (BWC, radio traffic, reports, CAD).
- Determine and document if complainant is under the influence of alcohol or drugs or other factors that bear on credibility.
  
- Photograph alleged injuries or areas of alleged injuries, even if no injuries are apparent.
- Document statement of injuries.
- Enter the complaint in *Blue Team* as an *External* or *Internal* complaint.
- Original complaint form scanned and attached to *Blue Team* Complaint.
- Forward to the affected division captain within twenty-four hours, who will forward to chief's office for review and classification