

DISPOSITION OF A COMPLAINT

The dispositions of complaints are classified as follows:

Not Sustained – There is inconclusive evidence to sustain a charge.

Sustained – Allegation is true and supported by evidence.

Unfounded – The allegation is false or did not occur.

Exonerated – The allegation of offense did occur, but was justified

****In all cases, the member is notified of the disposition. There are seven types of disciplinary action which can be recommended for a sustained case:

Counseling Report – A written document used by supervisors that follows verbal communication(s) intended to notify an employee of substandard behavior or performance.

Remedial Training – A corrective course of study initiated when a need is identified and documented through observation, discipline, testing, or performance evaluation.

Letter of Reprimand – A written document which describes unacceptable conduct, the corrective action required and the consequences of a repeat occurrence.

Suspension – Suspension from duty for a predetermined amount of time. A member suspended from duty shall be unpaid while on suspension and follow the guidelines herein.

Disciplinary Transfer – Transfer of duty from one position to another due to disciplinary action.

Demotion – To be lowered in position and/or rank.

Termination – A decision made by the Sheriff to separate an employee from the agency due to disciplinary actions or other misconduct by the employee.

SUMMARY OF COMPLAINT PROCEDURES

To receive a Citizen's Complaint Form: Call Customer Service at 772-978-6052, OR come to the Sheriff's Office during business hours to request the form from the receptionist in our lobby.

Once the form is complete and notarized, email it back to Customer Service, OR bring it to the lobby staff during business hours.

Your complaint will be assigned for investigation and a report shall be made for the Sheriff.

Final disposition by the Sheriff.

You will be notified in writing of the disposition of your complaint.

To reach Internal Affairs call 772-978-6198, M-F, 8am-5pm.



Indian River County Sheriff's Office
4055 41st Avenue
Vero Beach, Florida 32960 (772) 569-6700
Website: www.ircsheriff.org

Citizen Complaint and Commendation Procedures



Indian River County Sheriff's Office

GUIDELINES FOR COMMENDING A MEMBER OR REGISTERING A COMPLAINT AGAINST A MEMBER

As a community-oriented law enforcement agency, the Indian River County Sheriff's Office strives to make your contact with the agency professional and informative. When you have been helped by a Sheriff's Deputy or other agency member, you can recommend a commendation for that person. If you have had an unpleasant experience with a Sheriff's Deputy or other member, you may register a complaint with the agency.

This brochure is designed to provide you with information about the process for commending a Sheriff's Office member for work well done, or for registering a legitimate complaint against a Sheriff's Office member due to misconduct or other unprofessional action.

COMMENDING A MEMBER

When you want to say thank you for a job well done by a Sheriff's Deputy or other member, you can visit or call the Sheriff's Office during regular business hours and ask to speak with Customer Service, or you may do so by letter. When saying thanks, be sure to include the member's name and circumstances of how you were assisted. The incident will be reviewed and the member could receive an award or Letter of Commendation through the Indian River County Sheriff's Office Awards Program.

The Indian River County Sheriff's Office is dedicated to serving the community by providing quality and professional law enforcement services.

REGISTERING A COMPLAINT

We encourage you to inform us when you have had a negative experience resulting from improper conduct or misconduct.

The Internal Affairs Unit of the Sheriff's Office investigates complaints regarding serious violations of the law or Sheriff's Office policy.

Complaints concerning less serious misconduct are referred to the member's supervisor. It is requested that the person with firsthand knowledge of the incident register the complaint in person so that the proper forms shall be completed and the facts of the complaint may be determined. Your complaint will be thoroughly investigated, and you will be notified in writing of the results.

When filing a complaint, it is important that you provide the member's name, the date and time of the incident, the names and addresses of any witnesses, and the specific circumstances of the incident.

The Indian River County Sheriff's Office is proud to serve you. Your input is valuable and we will continue to promote community-oriented policing in Indian River County.

If it becomes necessary for you to register a complaint, you can be assured that it will be given a fair and thorough investigation.

The Internal Affairs Office is located at 4055 41st Avenue, Vero Beach, FL 32960-1802. Business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, or you may call (772) 978-6198 to set up an appointment.

CAUTION: IF THE CHARGES ARE FOUND TO BE FALSE OR UNFOUNDED, THE ACCUSED HAS THE RIGHT TO PURSUE CIVIL RESOURCE AGAINST THE COMPLAINANT.

Florida State Statute 837- Perjury

Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his or her official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in S775.082 or S775.083.

COMPLAINT ASSIGNMENT

Every complaint, regardless of its nature is assigned for investigation.

The more serious complaints generally fall under the following categories:

- Excessive Force
- Unlawful Arrest
- Missing Property or Money
- Misconduct

All information gathered is thoroughly reviewed to determine if the member's actions were in violation of any laws and/or any agency policy or procedure. Appropriate action shall be taken by the Sheriff if the member is found guilty of misconduct.

