

WHAT IS A COMPLAINT?

A complaint is defined as any allegation that, if found to be true (*sustained*), would be a violation of department or city policy, city ordinance, or state or federal law.

POLICY

The Cape Coral Police Department recognizes its responsibility, both to itself and to the public, to thoroughly investigate all complaints of misconduct brought against its members. To accomplish this task the Police Department has implemented an internal investigation procedure which provides for a diligent, systematic inquiry of complaints received. It is by this process that valid complaints are separated from allegations which are false, so that corrective measures may be utilized to provide quality law enforcement and instill the community's confidence in the Department.

The Cape Coral Police Department explicitly prohibits any form of biased-based police action by any of its employees.



The Cape Coral Police Department is an Internationally Accredited Law Enforcement Agency



Cape Coral Police Department

Professional Standards Bureau

CITIZEN COMPLAINT PROCEDURE

Contact:

**Cape Coral Police Department
Professional Standards Bureau
1100 Cultural Park Boulevard
Cape Coral, FL 33990
Phone: 239-574-0659
Fax: 239-574-0680**

VISION STATEMENT

To become the premier law enforcement agency in Florida, striving to attain the highest level of safety for our community.

MISSION STATEMENT

To ensure the safety and well-being of our community through a partnership with our citizens.

VALUE STATEMENT

Commitment:

The relentless pursuit of excellence in everything we do.

Service:

Putting the needs of others first.

Integrity:

Building trust through adherence to the highest standards of moral, ethical and legal conduct.

COMPLAINT PROCESS SUMMARY

Complaint is received, reviewed and assigned for investigation. A fair, thorough and objective investigation is conducted.

The employee's supervisors review the case and make recommendations.

A final disposition is reached with the Chief of Police who is responsible for the decision.

Discipline, if any, is imposed. Complainant is notified of the final disposition.

REGISTERING A COMPLAINT

A complaint may be made by any individual by telephone, in writing or in person. The complainant may choose to identify him/herself or remain anonymous.

A complaint may be submitted to any member of the Cape Coral Police Department. The complaints received, depending upon their nature, will be forwarded to either the Watch Commander or Internal Affairs. A written report of the complaint will be made. Upon request, the front desk officer will provide you with an Officer

Interaction Form (CCPD #45) to complete at your own convenience. Instructions are provided on the form for submittal.

INVESTIGATIVE PROCESS

A thorough investigation will be conducted of the events surrounding the incident in question.

Citizens who accuse a member of the Police Department of committing a crime, violating a person's civil rights, dereliction of duty, or acts of gross misconduct will be given the opportunity to present their complaint to a representative of Internal Affairs. Upon the completion of a thorough investigation the complainant will be notified by letter from the Professional Standards Bureau Investigator of the disposition of the complaint.

Complaints of a lesser nature will be investigated by a non-involved supervisor, who will advise the complainant of the results upon completion of the investigation.

DISPOSITIONS

The disposition of a complaint is classified as one of the following:

- **Sustained** – The investigation disclosed sufficient evidence to

prove clearly the allegation made in the complaint.

- **Not Sustained** – Investigation failed to disclose sufficient evidence to prove or disprove the allegation made in the complaint.
- **Exonerated** – The acts which provided the basis for the complaint or allegation occurred; however, investigation revealed that they were justified, lawful, and/or proper.
- **Unfounded** – The investigation conclusively proved that the act or acts complained of did not occur.
- **Policy Failure** – The incident may or may not have occurred but the investigation disclosed faulty policies, procedures or rules.

DISCIPLINE

There are several types of disciplinary actions which can be recommended for a "Sustained" complaint.

- * Training
- * Memorandum of Counseling
- * Written Reprimand
- * Suspension
- * Demotion
- * Termination