



Jacksonville Sheriff's Office

ORDER

Order Number: 571	Title: Internal Affairs	Order Type: U	Version: 4
Release Code: R	Owner: Commanding Officer of Internal Affairs Unit	Effective Date: 06/04/2019	Page: 1 of 15

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I. Functions of the Unit

The Internal Affairs Unit is required to:

1. Conduct thorough, confidential, accurate, and timely investigations;
2. Record, register, and control the investigation of complaints against members;
3. Supervise and control the investigation of alleged or suspected misconduct within the agency, and make fair and objective evaluations of these allegations;
4. Maintain and protect the confidentiality of Internal Affairs investigations and records; [CALEA 26.2.2]
5. Disseminate information to members of the Jacksonville Sheriff's Office (JSO) and private citizens concerning the methods and procedures for registering complaints against JSO or its members;
6. Maintain records of all complaints, dispositions of complaints, and disciplinary actions;
7. Coordinate and consult with the Office of General Counsel (**OGC**) on civil service and arbitration hearings, other appeal hearings, and for legal counsel;



8. Coordinate with the Integrity & Special Investigations Unit (ISIU), or other specialized units, on matters concerning possible criminal violations by members of JSO.
9. Compile annual statistical summaries, based on Internal Affairs investigations, which are made available to the public and agency employees.

II. Hours of Operation and Callout / Notification Criteria

- A. Office Hours: Monday – Friday, from 0800 to 1700 hours (excluding holidays).
- B. Office Contact Number: (904) 630-2187.
- C. After Hours Callout Criteria-Investigative Police Emergency Communications Officer (PECO) (904) 630-0513:
 1. An allegation of serious misconduct has been made against an employee. This includes allegations of serious misconduct that is relayed by any employee of the JSO;
 2. An employee is being tested for drugs and/or alcohol based upon reasonable suspicion;
 3. Any situation where a supervisor feels immediate notification is necessary; or
 4. The arrest of any agency employee regardless of the jurisdiction where the arrest occurs.

III. Policies & Procedures

A. Definitions [CALEA 26.3.8]

1. Dispositions – Conclusion of fact presented at the end of a case. A case disposition can be found to be one of the following:
 - a. Exonerated – An incident involving the alleged misconduct occurred, but the employee's actions were lawful and proper;
 - b. Not Sustained – There is insufficient evidence available to either prove or disprove the allegation of misconduct;
 - c. Policy Revision – The action of the agency or the officer was consistent with agency policy, but the policy requires revision;
 - d. Sustained – There is a preponderance of evidence to prove the employee committed the alleged misconduct; or
 - e. Unfounded – An allegation of misconduct is false or not supported by the facts.
2. The definition of misconduct and the types of misconduct are delineated in Order 501 (Code of Conduct).



3. Statement of Summation –

“Under penalties of perjury, I declare that I have read the foregoing and that the facts stated in it are true based upon my personal knowledge, information, and belief.”

and

“I, the undersigned, do hereby swear, under penalty of perjury, that, to the best of my personal knowledge, information, and belief, I have not knowingly or willfully deprived, or allowed another to deprive, the subject of the investigation of any rights contained in 112.532 and 112.533, F.S.S.”

B. Receiving Complaints [CALEA 26.2.4]

1. All complaints against the agency and its personnel shall be accepted from any source, whether made in person, by mail, electronic means, or by telephone. [CALEA 26.2.1]
2. In cases involving allegations of serious misconduct (the commission of a crime, driving under the influence [DUI], etc.), the Undersheriff will be notified by the Commanding Officer of Internal Affairs Unit of the allegation. The Undersheriff will notify the Sheriff, at the Undersheriff's discretion, of cases involving serious misconduct and/or those pertaining to public awareness and interest. [CALEA 26.3.2]
3. In cases involving allegations of serious misconduct and/or substance abuse, the Undersheriff or his designee may temporarily reassign or suspend a member in accordance with established policy, Civil Service and Personnel Rules and Regulations, and/or contractual agreements, pending the results of the investigation.
4. Anonymous complaints will be accepted and forwarded to the Supervisor of Internal Affairs to be evaluated before an assignment is made to investigate the allegation. [CALEA 26.2.1]
5. The Internal Affairs Unit will notify the complainant in writing when their complaint has been received, if an address has been provided.
6. All employees must accept, and properly handle, any complaint against JSO or one of its employees, regardless of the form in which it is made, according to the following guidelines:
 - a. Complaints received in person:
 - (1) If the complaint is made at the Police Memorial Building (PMB) during normal business hours, the complainant will be given the following options:
 - (a) Complete and submit an Employee Complaint Form (P-0235) to the security desk at Forsyth Street or Bay Street;



- (b) Complete and submit an Employee Complaint Form (P-0235) online via the official webpage of the JSO; or
 - (c) Meet with a detective from the Internal Affairs Unit.
 - (2) If the complaint is made at the PMB after normal business hours or in the field at any time, the complainant will be given the following options:
 - (a) Complete and submit an Employee Complaint Form (P-0235) to the security desk at Forsyth Street;
 - (b) Complete and submit an Employee Complaint Form (P-0235) online via the official webpage of the JSO; or
 - (c) Meet with the appropriate on-duty commanding officer, who will ensure the complaint is documented and routed to the Internal Affairs Unit.
 - b. Complaints received via telephone:
 - (1) When a complaint is being made over the telephone, the call taker will first obtain the caller's name and phone number (if the complainant is willing to provide that information) in case the caller is inadvertently disconnected prior to receiving the entire complaint.
 - (2) The call taker will provide the complainant with the following options:
 - (a) Complete and submit an Employee Complaint Form (P-0235) online via the official webpage of the JSO;
 - (b) Have an Employee Complaint Form (P-0235) mailed to him/her;
 - (c) Speak with an Internal Affairs detective during normal business hours; or
 - (d) Speak with the appropriate commanding officer.
 - c. Complaints received via mail:

Any complaint received by mail, electronic mail, or any other form of correspondence shall be forwarded to the Internal Affairs Unit.
7. Responsibilities of a commanding officer when receiving a complaint: [CALEA 26.2.1]
- a. When speaking with a complainant in person or via telephone, ensure that an Employee Complaint Form (P-0235) is completed by either the complainant or the commanding officer and route the completed form to the Internal Affairs Unit in such a way as to maintain confidentiality.



- b. Determine which of the following categories the complaint falls into and handle accordingly: [CALEA 26.3.1]
 - (1) Allegation of a Crime – Immediately notify the ISIU.
 - (2) Allegation of Serious Misconduct (Non-criminal) – Immediately notify the Internal Affairs Unit.
 - (3) Allegation of Minor Misconduct – Conduct the appropriate form of field investigation and submit the findings in writing to the Internal Affairs Unit. The written findings shall be in compliance with the requirements in this order.
8. The specific procedures and responsibilities of the Internal Affairs Unit and its employees, with regards to the receipt and processing of complaints, are contained in the respective unit procedure.

C. Confidentiality

1. It is the responsibility of any employee accepting a complaint against another employee of the JSO, oral or written, to maintain the confidentiality of that information. [CALEA 26.2.2]
2. It is the responsibility of the Internal Affairs Unit, and any commanding officers assigned to conduct field administrative investigations, to maintain the confidentiality of all records and information, oral and written, and to protect the confidentiality of all active investigations. [CALEA 26.2.2]
3. Information relating to an active investigation will not be released to anyone without approval of the Commanding Officer of Internal Affairs Unit or the Undersheriff. All records released from active investigative case files will be acknowledged by the recipient in writing on a document receipt.
4. Information regarding concluded investigations will be released only in compliance with Florida State Statute (F.S.S.) upon approval of the Commanding Officer of Internal Affairs Unit. [CFA 20.01]
 - a. Records will be released in compliance with public records laws and collective bargaining agreements.
 - b. Excluding records released through the public records process, all records released from concluded investigative case files will be acknowledged by the recipient in writing on a document receipt.
 - c. Employees receiving **unredacted** records from the Internal Affairs Unit must be aware that they are responsible for the security and/or dissemination of information that is confidential and/or exempt according to State and/or Federal law. Employees may be held criminally, civilly, or administratively liable for the dissemination of confidential and/or exempt information.



5. Informational security is a vital component in ensuring that a complete, thorough, accurate, and impartial administrative investigation is conducted. It is the obligation of this agency to ensure that this is the goal for each and every investigation that is completed. This ideal is to be strived for in investigations assigned to field supervisors, as well as those assigned to members of the Internal Affairs Unit. [CFA 20.01]

a. *Cooper v. Dillon, 403 F.3d 1208 (11th Cir. 2005)*

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]. Formal investigations are not concluded until the highest ranking staff member recommends a final action on the Disciplinary Actions Recommendation Form (P-0129). [CFA 20.01]

b. All employees who are participants in an administrative investigation (witness and/or principal) are prohibited from making copies, taking photographs, or making any recordings by any means of investigative case file records while the investigation is active.

c. Principal employees must recognize that statements made to another employee who is acting as the principal's representative, or to a JSO employee who represents a collective bargaining unit, may not be privileged communications.

D. Conducting Field Administrative Investigations

Commanding officers and appointed staff members are responsible for conducting field administrative investigations and shall follow specific guidelines in this order when conducting these investigations. Field administrative investigations may be initiated by a commanding officer or they may be initiated by the Internal Affairs Unit and forwarded to a commanding officer for investigation. [CALEA 4.2.3, 26.3.1]

a. Supervisor Initiated Administrative Investigations: [CALEA 26.3.1]

(1) Supervisors and commanding officers may initiate administrative investigations to address an employee's conduct, performance, or action(s) which would be considered minor misconduct. [CALEA 4.2.3]

(2) Supervisors and commanding officers may conduct fact finding, pre-cursory inquiries to determine facts and circumstances surrounding alleged misconduct. *However, once the supervisor/commanding officer recognizes potential violation(s) of written directives, and identifies the accused member(s), the accused member(s) shall not be interviewed, or directed to complete a written statement (in any form), without providing the member(s) with all of the notifications, rights, and responsibilities contained within this order.* [CALEA 4.2.3, CFA 7.04]



- (3) If the facts and circumstances of an employee's conduct, performance, or action(s) are known to the supervisor or commanding officer, (without the need for the employee to be interviewed to gather additional or clarifying information) and the supervisor or commanding officer determines that there is a sustained violation of an agency directive, he can initiate an Informal or Formal Counseling session or issue the employee a Written Reprimand Level One (P-1711). The original Written Reprimand shall be forwarded to the Internal Affairs Unit for record keeping. [CALEA 4.2.3]
- (4) If the facts and circumstances of an employee's conduct, performance, or action(s) are known to the supervisor or commanding officer (without the need for the employee to be interviewed to gather additional or clarifying information) and a formal action more serious than a Written Reprimand Level One (P-1711) is warranted, the immediate supervisor shall discuss the facts of the incident/performance with his supervisor and/or a supervisor assigned to Internal Affairs to determine if the case should be forwarded to Internal Affairs or handled through the chain-of-command.
- (5) Interviewing complainants and witnesses: Law Enforcement Officers and Correctional Officers, as defined in F.S.S. 112.531, have rights and privileges afforded to them under F.S.S. 112.532. If the facts and circumstances of an employee's conduct, performance, or action(s), if proven true, could lead to discipline, the investigating supervisor must adhere to the following:
 - (a) These employees have the right to review *"the complaint, all witness statements, including all other existing subject officer statements, and all other existing evidence"* prior to being interviewed as an accused employee.
 - (b) If the statements of witnesses and/or other employees are not captured in writing, the supervisor/investigator must audio record the statements so that they can be reviewed by the accused employee(s).
- (6) Prior to interviewing an accused employee (also known as a principal) in any case that could result in discipline or dismissal, the supervisor/commanding officer will ensure that:
 - (a) The principal has been given the opportunity to obtain a representative of their own choice to be present prior to the commencement of the interview;
 - (b) The principal has been given the opportunity to review the complaint, all statements regardless of form, and all existing evidence;
 - (c) The interview of the principal is being audio recorded (at a minimum);
 - (d) The principal has been placed under oath via a Sworn Statement Affidavit Form (P-1757);



- (e) The principal has reviewed and signed the Administrative Proceeding Rights Form (P-1550); and [CFA 7.04]
 - (f) The principal has reviewed and signed the Law Enforcement Officer and Correctional Officer Bill of Rights (P-0539), if the principal is a law enforcement or correctional officer.
- (7) At the conclusion of the investigation, provide one of the dispositions (conclusion of fact) for the case defined in this order. [CALEA 26.3.8]
- (8) The field investigator will submit their written findings, all evidence and statements (recorded and written), and the entire case file to the Internal Affairs Unit. All written findings must contain the statement of summation as listed in this order per F.S.S. 112.533.
- b. At any time during the administrative investigation, if evidence of:
- (1) Serious misconduct is revealed, immediately contact the Internal Affairs Unit; or
 - (2) Criminal conduct is revealed, immediately contact ISIU.
- c. Assigned Field Administrative Investigations [CALEA 26.3.1]
- (1) The Internal Affairs Unit may assign allegations of minor misconduct to commanding officers for investigation.
 - (2) The commanding officer to whom a field administrative investigation has been assigned to is solely responsible for its completion and adherence to the criteria and deadlines established by this order. This includes securing the case file and all related materials properly to ensure confidentiality.
 - (3) All Field Administrative Investigations shall be completed within 60 calendar days from the date that the complaint is sent to the employee's commanding officer. The Commanding Officer of Internal Affairs Unit, or designee, may grant reasonable extensions to continue investigations where extenuating circumstances exist. All requests for extensions must be made in writing.
 - (4) The assigned investigator shall:
 - (a) Contact the complainant, preferably in person, to obtain specific information regarding the nature of the complaint and to gather facts concerning the allegation. The investigator will ask the complainant to complete, or cause to be completed, the Employee Complaint Form (P-0235) if one has not been previously completed.



- (b) During the course of the investigation, the investigator will provide the complainant with periodic updates on the status of the investigation. The updates shall be recorded in the case file. [CALEA 26.3.4]
- (c) Gather, review, and utilize all material that could be pertinent to the complaint including (but not limited to) reports, recordings, logs, correspondence between parties.
- (d) When photographs of injuries or other evidence are needed, request a Crime Scene Detective to respond or take the photographs using a high-quality digital camera. Any physical evidence that is collected shall be treated with the same procedures as evidence collected in any other investigation.
- (e) Statements from all witnesses, including other JSO members, and involved parties will be obtained. If the alleged misconduct could result in any disciplinary action, if proven to be true, all interviews will be audio recorded and all statements will be obtained under oath. This includes the statements of civilian witnesses and/or any agency employee who is a witness (A non-employee has the right to refuse to provide a recorded statement. In those cases, the investigator will take detailed notes, which will become part of the case file).
- (f) For witness interviews, the following forms will be completed:
 - (i) Non-employee witnesses: Sworn Statement Affidavit (P-1757);
 - (ii) Agency employee witnesses: Sworn Statement Affidavit (P-1757), Administrative Proceedings Rights Form (P-1550), and the Member Witness Form (P-1676). [CFA 7.04]
- (g) Prior to interviewing an accused employee (also known as a principal) in any case that could result in discipline or dismissal, the investigator will ensure the guidelines outlined in this Order are followed.
 - (i) The employee has been given the opportunity to obtain a representative of their own choice to be present prior to the commencement of the interview;
 - (ii) The employee has been given the opportunity to review the complaint, all statements regardless of form, and all existing evidence;
 - (iii) The interview of the employee is being audio recorded (at a minimum);
 - (iv) The employee has been placed under oath via a Sworn Statement Affidavit Form (P-1757);



- (v) The employee has reviewed and signed the Administrative Proceeding Rights Form (P-1550); and [CFA 7.04]
- (vi) The employee has reviewed and signed the Law Enforcement Officer and Correctional Officer Bill of Rights (P-0539), if the employee is a law enforcement or correctional officer.
- (h) At the conclusion of the investigation, provide a disposition (conclusion of fact) for the case as outlined in this order.
- (i) The field investigator will complete a detailed written summary to include at a minimum:
 - (i) Details of the information and/or evidence collected during the investigation;
 - (ii) A summary of pertinent information obtained during all interviews;
 - (iii) The investigator's disposition classification; and
 - (iv) For informal field investigations, the date that the investigator notified the complainant of the findings and disposition (conclusion of fact).
- (j) The field investigator will submit their written findings, all evidence and statements (recorded and written), and the case file to the Internal Affairs Unit. All written findings must contain the **Statement of Summation as** outlined in this order.

d. Formal Field Investigations

If an administrative investigation has been classified **as** a formal field investigation, the following is required:

- (a) The accused employee(s) will be notified in writing that they are the subject of an Internal Affairs investigation. The notification will also inform the employee of their rights and responsibilities relative to the investigation. The notification will be sent to the employee by the Internal Affairs Unit. [CALEA 26.3.5, CFA 7.04, FCAC 7.06]
- (b) Supervisors identifying additional accused employees during the investigation must notify the Internal Affairs Unit so that written notification can be sent to those employees.
- (c) Written notification to an accused employee must occur prior to conducting the interview.



- (d) All interviews will be audio recorded. (A non-employee has the right to refuse to provide a recorded statement. In those cases, the investigator will take detailed notes, which will become part of the case file).
- (e) Each person interviewed will be required to complete the appropriate forms prior to the interview.
 - (i) Non-employees will complete a Sworn Statement Affidavit (P-1757) unless they decline to provide a sworn statement.
 - (ii) Witness employees will complete a Member Witness Form (P-1676), an Administrative Proceeding Rights Form (P-1550), and a Sworn Statement Affidavit (P-1757).
 - (iii) Principal employees will complete an Administrative Proceeding Rights Form, a Sworn Statement Affidavit (P-1757), and a Law Enforcement Officer and Correctional Officer Bill of Rights (P-0539), if applicable. [CALEA 26.3.5]
- (f) During the course of the investigation, the investigator will provide the complainant with periodic updates on the status of the investigation. The updates shall be recorded in the case file.
- (g) At the conclusion of the investigation, provide one of the dispositions (conclusion of fact) for the case defined in this order. [CALEA 26.3.8]
- (h) A formal summation will be completed by the commanding officer. The template for the formal summation is available on the Internal Affairs Unit website. The summation must include the statements at the end of the summation (per F.S.S. 112.533) as outlined in this order. [CALEA 26.3.8]
- (i) The completed case file, which is submitted to the lowest ranking appointed staff member in the principal employees' chain of command, must include:
 - (i) The formal summation;
 - (ii) All materials pertinent to the case;
 - (iii) A Disciplinary Actions Recommendation Form (P-0129); and
 - (iv) An Employee Administrative Investigation History for each principal employee (available from the Internal Affairs Unit).
- (j) Each appointed staff member reviewing the completed case file will indicate their finding on the Disciplinary Actions Recommendation Form (P-0129). The final reviewer (a director or the Undersheriff) will return the case file to the Internal Affairs Unit at the conclusion of the review process.



E. Administrative Investigations Conducted by Internal Affairs

1. All complaints of serious misconduct shall be investigated to a conclusion of fact by the Internal Affairs Unit using sound investigative techniques and practices.
2. All formal investigations conducted by the Internal Affairs Unit shall be completed within 120 calendar days from the date the complaint is received by Internal Affairs. The Commanding Officer of Internal Affairs Unit may grant reasonable extensions to continue investigations where extenuating circumstances exist. All requests for extensions must be made in writing.
3. The accused employee(s) will be notified in writing that they are the subject of an Internal Affairs investigation. The notification will also inform the employee of their rights and responsibilities relative to the investigation.
4. At the conclusion of the investigation, provide one of the dispositions (conclusion of fact) for the case defined in this order. [CALEA 26.3.8]
5. The specific procedures and responsibilities of the Internal Affairs Unit and its employees with regards to conducting administrative investigations are contained in the respective unit procedure.

F. Post-Investigation Notifications

The following notifications are required after an administrative investigation has concluded:

- a. The complainant will be notified of the findings and disposition of the case. [FCAC 7.09]
 - (1) In informal field investigations, the complainant will be notified by the commanding officer assigned the investigation. [CALEA 26.3.8]
 - (2) In formal field investigations and investigations conducted by the Internal Affairs Unit, the complainant will receive written notification by the Internal Affairs Unit. [CALEA 26.3.8, CFA 20.04]
- b. The principal employee will be notified of the disposition of the case and the recommended action, if applicable. [FCAC 7.09]
 - (1) In informal field investigations, the employee will be notified by the commanding officer assigned the investigation; [CALEA 26.3.8]
 - (2) In formal field investigations and investigations conducted by the Internal Affairs Unit, the employee will receive written notification by the Internal Affairs Unit. [CALEA 26.3.8, CFA 20.04]
- c. The City of Jacksonville's (COJ) Americans with Disabilities (ADA) Coordinator will be notified of the disposition of the case if:



- (1) The complaint was received by the COJ Office of Disabled Services; or
- (2) The complaint is related to the ADA.

G. Time Limitations on Disciplinary Actions

1. In accordance with F.S.S. no disciplinary action, demotion, or dismissal shall be undertaken by JSO against a *law enforcement officer or correctional officer* for any act, omission, or other allegation of misconduct if the investigation of such allegation is not completed within 180 days after the date the agency receives notice of the allegation by a person authorized by the agency (commanding officer or above) to initiate an investigation of the misconduct.
 - a. Under certain circumstances, the running of the 180-day time limitation may be tolled. These circumstances can be found in F.S.S. 112.532 (6)(a).
 - b. Closed investigations may also be reopened for up to 90 days under certain circumstances per F.S.S. 112.532 (6)(b) and disciplinary action can be imposed as long as the statutory criteria is met.
2. In the event that the agency determines that disciplinary action is appropriate, it shall complete its investigation and give notice in writing to the *law enforcement officer or correctional officer* of its intent to proceed with disciplinary action, along with a proposal of the action sought. Such notice to the officer shall be provided within 180 days after the date the agency officially received notice of the alleged misconduct by an authorized person.
3. Time limitations for disciplinary actions for all agency employees shall also be governed by statutory legal mandates, the Civil Service and Personnel Rules and Regulations of the COJ, and any applicable collective bargaining agreement.

H. Sustained Allegations and Case File Routing

1. If a sustained allegation of misconduct warrants a formal counseling session, supervisors will document the formal counseling on an Employee Improvement Form (P-0646). The employee must sign the Employee Improvement Form (P-0646). The Employee Improvement Form (P-0646) will be filed in the employee's division file. The supervisor will notify the Internal Affairs Unit of the date the Employee Improvement Form (P-0646) was issued for recording purposes. The Employee Improvement Form (P-0646) should not be sent to the Internal Affairs Unit.
2. If a sustained allegation of misconduct warrants a Written Reprimand Level One (P-1711), supervisors will document the action on a Written Reprimand Level One Form (P-1711). Employees must sign the document. The supervisor will then send the original form to the Internal Affairs Unit to be recorded and filed.
3. If a sustained allegation of misconduct warrants a Written Reprimand Level Two or more severe disciplinary action, the commanding officer will submit the completed case file to the



lowest ranking appointed staff member in the principal employees' chain of command along with:

- a. All of the elements required in a formal field investigation in this order; and
- b. Optionally, a separate Intradepartmental Correspondence Form (P-0004) with the field investigator's specific recommendation of discipline.

I. Disciplinary Action Appeals and Grievances

1. Specific directives regarding the grievance process can be found in Order 520 (Grievance Process).
2. Specific directives regarding appeal procedures in disciplinary actions through the Civil Service Board or by an arbitrator can be found in Order 501 (Code of Conduct), the Civil Service Personnel Rules and Regulations, or in the applicable collective bargaining agreement.

J. Records - Security and Retention [CALEA 26.2.2]

1. No copies of any records, documents, or recordings will be made, or distributed, without the approval of the Undersheriff or the Commanding Officer of Internal Affairs Unit.
2. Access to the work space (interior office) of the Internal Affairs Unit is controlled by electronic key card access. Access is restricted to personnel assigned to the Internal Affairs Unit, the Assistant Chief of Public Accountability, the Chief of Professional Standards, the Director of Personnel and Professional Standards, the Undersheriff, the Sheriff, and other employees designated by the Commanding Officer of Internal Affairs Unit.
3. All Internal Affairs investigative and disciplinary action records will be stored in the Internal Affairs vault, which is located within a secured area of the Internal Affairs Unit. [CALEA 26.1.8, 26.2.2, FCAC 7.03]
4. Internal Affairs records will be maintained according to the applicable General Records Schedules (GS2) issued by the Florida Department of State, under the authority of F.S.S, and the appropriate contractual agreements. [CALEA 26.1.8, FCAC 7.03]
5. Upon the conclusion of administrative investigations, records will be available for release, upon request through appropriate channels, in compliance with applicable public records laws. Outside of the public records process, all records released from concluded investigative case files will be acknowledged by the recipient in writing on a document receipt.

K. Complaints of Bias Based Profiling



1. Any person may file a complaint with JSO if they feel they have been stopped or searched on bias based profiling, and no person shall be discouraged, intimidated, or coerced from filing such a complaint, or discriminated against because they have filed such a complaint.
2. Any officer contacted by a person who wishes to file such a complaint, shall contact a supervisor who will provide the citizen with a copy of an Employee Complaint Form (P-0235) which may be mailed or delivered in person to the Internal Affairs Unit. Supervisors shall record the person's name, address, and telephone number, and report the contact to their watch commander or higher authority prior to the end of the shift.
3. A watch commander or higher authority receiving such a report shall forward it to the Internal Affairs Unit. The complaint will be acknowledged to the complainant in writing by the Internal Affairs Unit, and the complainant shall be informed of the results of the JSO investigation upon its completion.
4. Watch commanders and supervisors shall, at random, back up officers on vehicle stops, and shall take appropriate action whenever it appears that this policy is being violated, being particularly alert to any pattern or practice of possible discriminatory treatment by individual officers or squads.
5. On an annual basis, the Internal Affairs Unit shall provide a statistical summary of all profiling complaints for the year to the Professional Oversight Unit for inclusion in their annual administrative review as required by accreditation standards. The statistical summary shall include the findings of the complaint investigations (sustained, not sustained, exonerated, or unfounded), any corrective measures taken on sustained allegations of bias based profiling, the type of interaction that precipitated the citizen contact and allegation, and any patterns or trends identified by the Internal Affairs Unit regarding the complaints. [CALEA 1.2.9, CFA 2.06]


Mike Williams
Sheriff

References: