

# JACKSONVILLE POLICE DEPARTMENT

Policy: 6-7

Effective: 01-01-09

Revised: 02-06-19

## INVESTIGATIONS: INTERNAL AFFAIRS

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**PURPOSE:** To establish an investigative procedure that provides citizens with a fair and effective venue for redress for their complaints and grievances on employees of this Department, while protecting employees from unfair and untrue accusations.

**POLICY:** It is the policy of this Department to accept and document all complaints alleging employee or Department misconduct for the following principle reasons: (2.06)

- A. To ensure that complaints alleging employee or Department misconduct are accepted and investigated in a consistent and reasonable manner to uncover the truth of the allegations;
- B. To identify areas of misunderstanding by the complaining citizen;
- C. To identify employees whose attitude, behavior and/or performance is in need of correction and supervisory intervention;
- D. To protect Department employees and the Department from erroneous complaints; and
- E. To identify Department policy, training, and/or practices in need of reevaluation, clarification and/or correction.

The Department operates in a degree of transparency and is responsive to complaints alleging employee misconduct and external concerns regarding the operation of the Department. Members of the public should be provided a reasonable venue for any redress of grievances they may have with service received by Department employees or the conduct of the Department. This policy provides employees of the Department with the procedures for the acceptance of complaints; the initiation of the administrative investigative process; the process for conducting a fair and reasonable investigation; the proper methods for adjudication of fair, reasonable and defensible discipline.

### DEFINITIONS:

- I. **COMPLAINTS:** An allegation from any source of an act or omission by a Department employee, which if proven true, would be considered misconduct or a violation of Department policies, rules or regulations.
  - A. **Informal Complaints:** Complaints that allege inadequate public service, discourtesy, offensive language, improper procedure, and other less serious and non-criminal conduct, as determined by the Chief of Police or his designee. These will be assigned to the involved employee's immediate supervisor.
  - B. **Formal Complaints:** Serious or criminal misconduct complaints that allege needless or excessive force, brutality, violations of criminal law, corruption, breach of civil rights, abuse of authority, intentional discrimination, extremely sensitive allegations, and others as determined by the Chief of Police or his designee. These will be assigned to the Office of Professional Standards.
- II. **CITIZEN INQUIRIES:** Complaints which solely question the statutory validity of an arrest or citation or an act performed following Department policies or statute that DOES NOT allege misconduct or wrongdoing, but addresses perceived or actual performance issues on the part of the employee. Inquiries may be resolved by providing the complainant with a brief explanation of the Department policy or statute that justifies the act performed by an employee(s). This does not require supervisory documentation.