

COMMENDATIONS

Comments regarding positive experience, outstanding service and instances where Miami Springs Police personnel have gone above and beyond the call of duty are appreciated.

If you wish to commend the actions of any Miami Springs Police Department officer or employee you can:

1. Ask to speak to an employee's supervisor
2. Write a letter to the Chief of Police explaining your praise.

Correspondence complimenting superior performance by any Miami Springs Police Department employee will be brought to the employee's attention. In addition, it will be placed in the employee's personnel file.

Your compliments regarding the Police Department employees are greatly appreciated. Comments regarding the professionalism and outstanding service Department employees provide are always welcomed.



CONTACT US!



305-888-9711



305-884-2384



201 Westward Dr.
Miami Springs, FL 33166



AdminStaff@MSPD.US



HOW ARE WE DOING?

A QUICK REFERENCE GUIDE
TO MAKING A COMMENDATION OR
COMPLAINT



CHIEF'S MESSAGE



The Miami Springs Police Department strives to provide quality service to the citizens it protects and serves. It is essential that

all allegations of police misconduct are thoroughly investigated to assure the public that police misconduct will not be tolerated and, at the same time, provide a process whereby officers unjustly accused can be vindicated. The responsibility and authority for these investigations within the Miami Springs Police Department are vested within the command staff. *-Jimmy Deal, Chief*

COMPLAINTS

The receiving, processing, and investigation of complaints made against the members of the department are handled in accordance with Florida State Statute 112.533 to ensure the public's trust and maintain the Department's integrity.

Florida State Statute 112.533 Receipt and Processing of Complaints

(1)(a) Every law enforcement agency and correctional agency shall establish and put into operation a system for the receipt, investigation, and determination of complaints received by such agency from any person, which shall be the procedure for investigating a complaint against a law enforcement and correctional officer and for determining whether to proceed with disciplinary action or to file disciplinary charges, notwithstanding any other law or ordinance to the contrary.

FREQUENTLY ASKED QUESTIONS & ANSWERS

Q. How do I file a complaint against an employee with the Miami Springs Police Department?

A. Complaints against any member or employee of the department will be accepted at the Police Department, from any source, regardless of the location of the alleged occurrence.

The fact that a complainant refuses to identify himself/herself or that the complaint is received from an anonymous source will not preclude recording the complaint for review, classification, and assignment by the Chief of Police for investigation.

Anonymous complaints can be submitted via mail to:

*Miami Springs Police Department
201 Westward Drive
Miami Springs, FL 33166*

Anonymous complaints may also be submitted via email to AdminStaff@MSPD.US, or faxed to (305) 884-2384.

Q. What happens to my complaint?

A. Complaints received in person at the Miami Springs Police Department will be recorded on the Preliminary Complaint Report by a supervisor. If the complainant registers the complaint in person, they will be afforded an opportunity to review and sign the Preliminary Complaint Report.

When a complaint is received by telephone, mail, electronically, either via facsimile or e-mail, it will be forwarded immediately to the Chief of Police. When received, the complaint will be classified as a Police Complaint Inquiry, which will be handled at the first line supervisor's level, or as an internal affairs investigation. In this case the internal affairs investigation will be assigned to a member of the Command Staff. Statements are taken from the complainant, all witnesses and the subject employee(s). Upon completion, the case is reviewed and a disposition is made by the Command Staff member.

Q. How long does it take for the Internal Affairs Investigation to be completed?

A. The average case takes from 30 days to 6 months to complete. This would depend on the complexity of the case, the availability of witnesses, and the involvement of other agencies.

Q. Will I be notified of the findings?

A. Yes, both the complainant and the employee are notified when the investigation has been completed. A Sergeant or Command Staff member assigned to investigate the complaint will advise the complainant that upon conclusion of the investigation, information relative to findings and disposition will be provided.

Q. Will I be able to see the completed case?

A. Yes, under Florida's Public Records Law. All completed cases become public record and are available for inspection during normal business hours. Information is confidential until the investigation ceases to be active or until the officer who is the subject of the complaint is provided written notice that the agency has concluded its investigation with a finding to either proceed or not to proceed with disciplinary action or file charges.

Q. Do other agencies investigate police misconduct?

A. Yes, the State Attorney's Office reviews all cases alleging criminal misconduct. The FBI and the U. S. Attorneys Office review allegations of civil rights abuses.

