



Palm Beach Police Department

CITIZEN COMPLAINT PROCEDURE



345 South County Road
Palm Beach, Florida 33480
Kirk W. Blouin, Director of Public Safety
(561) 838-5454

- The Palm Beach Police Department, in accordance with its General Orders, will investigate all complaints against the Department or its employees.
- Complaints against the Department will be investigated by the Professional Standards Unit at the direction of the Director.
- **Complaints of all types will be directed to the supervisor of the employee.** If the employee's supervisor is not working, a supervisor from the same division, or another available supervisor will be contacted to receive your complaint.
 - If you wish to remain anonymous see instructions on the attached sheet.
- The supervisor who receives the information concerning a complaint will meet with you in person. They will verbally discuss the allegation with you so a determination of seriousness can be made. Based on that determination, a decision will be made as to who will complete the investigation.
- Serious allegations, which may result in disciplinary action on a department level such as suspension, demotion, or termination, will be brought immediately to the attention of the Public Safety Director. The Director will assign the Professional Standards Unit to investigate the complaint. In potential criminal cases, the Professional Standards Unit will maintain liaison with the Office of the State Attorney.
- The supervisor will ask you to write a statement or, if not practical, to make a taped statement. Information which may be contained in the statement includes the date, time, place and details of the incident.
- A property receipt will be completed for any kind of statement received and a copy given to you.
- All complaints received by the Palm Beach Police Department will have a conclusion of fact for each allegation of misconduct, utilizing the following criteria:
 - A. Proper Conduct** - the allegation is true, but the action of the department or the officer was consistent with Department policy and the complainant suffered no harm.
 - B. Policy Failure** - the allegation is true and although the action of the Department or the officer was not inconsistent with Department policy, the complainant suffered harm.
 - C. Insufficient Evidence** - there is insufficient proof to confirm or refute the allegation.
 - D. Unfounded Complaint** - either the allegation is demonstrably false or there is no credible evidence to support it.
 - E. Improper Conduct** - the allegation is true and the action of the agency or the officer was inconsistent with Department policy and the complainant suffered harm.
- A conclusion of fact will be entered into every investigative report. At the conclusion of every investigation, the investigating supervisor will submit a report to their supervisor for review.
- The Director will have the sole authority and responsibility in deciding the level of discipline at the conclusion of all investigations.
- You will be notified periodically by the investigator regarding the status of the investigation. Involved persons will receive the final disposition in writing, upon completion of the investigation.

Kirk W. Blouin, Director of Public Safety



PALM BEACH POLICE DEPARTMENT



CITIZEN COMPLAINT FORM

Today's Date: _____

Time: _____ AM/PM

Police Personnel Involved (name, badge# or description):

Location of Incident: _____

Date of Incident: _____

Time of Incident: _____ AM/PM

Nature of Complaint:

You may remain anonymous, however, your further cooperation will likely increase the thoroughness of the investigation of your complaint. If you would like to be contacted please provide the information below.

Name _____

Home Address _____

City _____ State _____ Zip _____ Phone (__) _____

Cell (__) _____

If you would like to remain anonymous, this form may be hand delivered or mailed to:

Palm Beach Police Department
Professional Standards Unit
345 S. County Rd.
Palm Beach, FL 33480