

## Responsibility: Ours and Yours

The Casselberry Police Department views all citizen complaints against its employees very seriously and actively pursues investigations into misconduct. For this reason, you must ensure that your complaint is based on fact and that you have provided us with all of these facts to the best of your ability. If you intentionally make a false report to this department, you should know that making the false report could result in criminal and/or civil legal proceedings being filed against you.

## Our Commitment to You

Employees of the Casselberry Police Department shall at all times strive to be courteous and professional in all dealings with the citizens we serve. It is the hope of the Casselberry Police Department that all of your contacts with our officers are positive. If not, we will endeavor to resolve your complaint to your satisfaction in a prompt and objective way.

For information regarding the citizen complaint process, contact the Casselberry Police Department at  
407-262-7616.



**Should you have an Emergency  
Dial 9-1-1**

# THE CASSELBERRY POLICE DEPARTMENT



## Mission Statement

*The mission of the Casselberry Police Department is to work in partnership with the Community to protect life and property, solve neighborhood problems and enhance the quality of life in our City.*

Casselberry Police Department  
4195 South U.S. Highway 17-92  
Casselberry, Florida 32707  
(407) 262-7616  
Email: [police@casselberry.org](mailto:police@casselberry.org)  
Website: [www.casselberry.org](http://www.casselberry.org)

## Casselberry Police Department

# CITIZEN'S COMPLAINT PROCESS

A Guide to Assist in the  
Process and Answer Basic  
Questions

*Published by the  
Casselberry  
Police Department*

# Frequently Asked Questions

## When should you make a complaint?

As a member of the public, you can make a complaint about the conduct of a Casselberry Police Department employee if you think you have been treated incorrectly or unfairly.

For example, if you think an employee has been rude to you; used excessive force; abused your rights; or arrested you unlawfully. Complaints regarding the issuance of a traffic citation should be directed to Traffic Court. and not through this complaint process.

## How can I make a complaint?

Complaints may be made by phone by calling 407-262-7616 (during regular business hours, Monday-Thursday 7:00 am - 6:00 pm). After business hours, call 407-262-7606. When you call, let the person know you want to speak to a supervisor because you have a complaint. The department member will ask who the complaint is against and notify the appropriate supervisor for follow-up.

Complaints may also be made in person. You may come to the station located at 4195 S. U.S. Highway 17-92 . Complaints can be taken during business hours Monday-Thursday 7:00 am - 6:00 pm If in person, a supervisor will speak to you about your complaint. The supervisor will complete a complaint form and forward the complaint to the Chief of Police.

You may also request a complaint form via mail by calling 407-262-7616 ext.1064.

You may remain anonymous. If you change your mind, you may withdraw a complaint at any time.

## What can I expect to be asked about my complaint?

- When did it happen;
- What was done;
- What was said;
- Where the witnesses may be contacted; and
- What proof, if any, exists of the damage or injury

## How long do I have to make a complaint?

You should make the complaint within close proximity of the incident.

## What happens to my complaint?

If the complaint is handled to your satisfaction by a supervisor, the complaint is documented and closed as informal resolution. If the complaint is serious in nature and/or you are not satisfied with a resolution proposed by the responding supervisor, a formal complaint form will be completed and it will be forwarded to the Chief of Police who will review and may assign your complaint for investigation.

## What are the outcomes of my complaint?

1. Informal Resolution, or
2. Investigation and Conclusion

## Who will investigate my complaint?

In most cases, the complaint will be investigated by a supervisor. In some cases, of a more serious allegation, the Support Services Manager will conduct an internal investigation..

## If the complaint is investigated, how long will it take?

The length of the investigation will be determined by many factors. In order to provide a thorough investigation, interviews must be conducted with all those involved in the incidents. Therefore, it is critical to the investigation that you be available for questions. Normally, an investigation is concluded within 30 days.

## What if I don't want to cooperate with the investigation?

You should remember that you are a vital witness to the investigation and that if you fail to cooperate, it could affect the investigation.

## How will I know the final conclusion of the investigation?

If the complaint is investigated beyond the informal resolution level, you will receive the investigation findings once the investigation has been closed. You will receive the finding via mail.

The complaint will have one of three conclusions:

- Sustained (Charges were supported by a preponderance of evidence)
- Unfounded (Charges were not supported by preponderance of evidence)
- Exonerated (The act was justified or excusable)