

The possible dispositions of the complaints are classified as follows:

**UNFOUNDED:**

The allegation is false or not factual

**EXONERATED:**

The incident occurred, but was lawful and proper.

**NOT SUSTAINED:**

There is insufficient evidence to either prove or disprove or disprove the allegation.

**SUSTAINED:**

The allegation is supported by sufficient evidence to justify a reasonable conclusion of guilt.

**POLICY REVISION:**

The action of the agency or the employee was consistent with agency policy; however, the policy may require amending or revision.

In all cases, the employee is notified of the disposition.

There are five types of disciplinary action which can be recommended for a sustained case:

- (1) Written Reprimand Level One - the first step in terms of severity of corrective action.
- (2) Written Reprimand Level Two - an official censure of unacceptable acts or behavior which is administered in a positive manner.
- (3) Suspension - a temporary removal from the ranks of active employment and loss of pay.
- (4) Demotion.
- (5) Dismissal.

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**SUMMARY OF COMPLAINT PROCEDURES**

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**COMPLAINT**

**INTERNAL AFFAIRS SECTION**

Complaint Registered  
Complaint Investigation  
Summation of Investigation  
Disposition of Complaint

**CHAIN-OF-COMMAND**

Recommendations of Discipline

**SHERIFF**

Review

**FINAL ACTION**

**NOTIFICATION OF COMPLAINANT**

1. Telephone the Internal Affairs Section, Monday through Friday, 8 a.m. to 5 p.m. at 630-2187.
2. Come in person to the Internal Affairs Section, 501 E. Bay Street, Room 213.
3. Present the complaint to the Internal Affairs investigator or any supervisor of the Office of the Sheriff.
4. Your case is then assigned for investigation and a report is submitted through the employee's chain-of-command for recommendations.
5. Review and final action by the Sheriff.
6. You will be informed of the Sheriff's office disposition by mail.

**CITIZEN COMPLAINT PROCEDURE**



**JACKSONVILLE SHERIFF'S OFFICE**

**John H. Rutherford  
SHERIFF**

## **Who May Register A Complaint**

A complaint may be made by any citizen or a member of the Sheriff's Office. Complaints may be filed in person, by mail or by telephone. Anonymous complaints will be handled at the discretion of the Sheriff.

A complaint may be submitted to any member of the Sheriff's Office. All complaints are forwarded to the Internal Affairs Section whose regular office hours, are 8 a.m. to 5 p.m., Monday through Friday. In addition, there is an investigator available upon request 24 hours a day, seven days a week.

Every complaint, regardless of its nature, is appropriately investigated. Whenever possible, complaints of minor violations of Sheriff's Office policy or procedures are assigned to the supervisor of the accused member's unit. Discipline is recognized as a function of command.

## **Internal Affairs Section**

The mission of Internal Affairs is to investigate or cause to be investigated .allegations of employee misconduct alleged to have been committed by members of the Office of the Sheriff and to ascertain whether or not individual members of the Sheriff's Office have violated any of the written directives of the Sheriff's Office, or State/Federal statutes, or Municipal Ordinances.

The investigation of all complaints, together with fair and impartial evaluations of findings, serves to protect the Sheriff's Office and the public. It also affords Sheriff's

Office members protection against invalid charges.

A system of complaint and disciplinary procedures not only subjects members to corrective action when they conduct themselves improperly, but also protects them from unwarranted criticism when they discharge their duties properly.

## **Complaint Procedure**

Complaints, generally, fall under two categories:

1. Serious Misconduct - commission of an unlawful act or actions on the part of the employee which warrants a detailed investigation by Internal Affairs.
2. Minor Misconduct - violations of Sheriff's Office written rules and/or regulations.

Minor misconduct is investigated by the member's commanding officer. A written report is forwarded to the Internal Affairs Unit.

Serious complaints are investigated by the Internal Affairs Section. A report is prepared which includes sworn statements from the complainant, the accused, and the witnesses.

The completed investigation report also includes a narrative summary of the events and a finding of the facts. The report must present an accurate account of the circumstances as they actually occurred. This permits the supervisors to make a

proper recommendation, based on the investigative findings presented.

The employees' supervisors include their immediate supervisor, section supervisor, section commander, Division Chief, Division Director, and the Undersheriff. Recommendations for disciplinary action will be made at each level in the chain-of-command with the ultimate decision resting with the Sheriff.