

Employee Complaint Form

Dear Concerned Citizen,

Thank you for taking the time to inform us of a situation that you believe deserves our attention. We encourage both positive and negative citizen feedback to assist us in our goal of providing the best law enforcement service possible to the citizens of our community. The attached form is used to collect information regarding allegations of misconduct involving a JSO employee.

Complaints

If you have a complaint of misconduct involving a JSO employee, please complete the attached form and return it to any JSO supervisor, substation, or the Police Memorial Building. The form can also be mailed in to the Internal Affairs Office (501 E. Bay St., Jacksonville Fl. 32202). The most appropriate person to file a complaint is the person experiencing or witnessing alleged police misconduct rather than uninvolved third parties. We will need the cooperation of the involved citizen to ensure a successful investigation. However, parents or guardians should feel free to make complaints on behalf of their minor children.

Should I file a complaint or contact the employee's supervisor?

The Internal Affairs Office (630-2187) coordinates investigations into allegations of misconduct by members of this agency.

Supervisors within the agency handle performance related issues dealing with their subordinates. A member's supervisor, and not the Internal Affairs Office, is the best and most timely way to address issues concerning disputed traffic citations, improperly written reports and dissatisfaction with the way a call or situation was handled by an employee of this agency. Supervisors can be contacted through the non-emergency dispatch number (630-0500), or by calling the JSO facility where the assigned employee works during normal business hours.

(over)

Zone 1 (Downtown)	924-5361	Investigations Division	630-2170
Zone 2 (Arlington)	726-5100	Community Affairs	766-5048
Zone 3 (Southside)	828-5463	Narcotics/Vice	630-2163
Zone 4 (Westside)	573-3165	P.D.F. (jail facility)	630-5760
Zone 5 (Northwest)	384-8028	M.C.C. (jail facility)	766-5048
Zone 6 (Northside)	696-4335	C.C.D. (jail facility)	630-2808

What is expected of me when my formal complaint is being investigated?

Your cooperation will be needed throughout the investigative process. You will be required to meet with the investigator and provide a sworn and recorded statement under oath. In addition, your cooperation may be required in signing a medical release (if your case involves an alleged injury), providing witness information, or otherwise cooperating with the investigator.

What should I expect once my complaint is filed with Internal Affairs?

Internal Affairs will use the information you provide to conduct an initial inquiry into your complaint. This can take anywhere from a few days to a few weeks depending on the allegation. You will then be notified by mail of the results of the inquiry. You will be informed in writing if the complaint will be investigated formally, if there will be no further action taken, or if your complaint has been forwarded to a supervisor.

What should I expect from JSO if my complaint is formally investigated?

You can expect a fair, thorough, and impartial investigation if your complaint involves misconduct that is deemed by Internal Affairs to warrant a formal investigation. Finding the unbiased truth will be the goal of any internal investigation that is completed by this agency. You will be notified of the results in writing once the investigation is concluded. Most investigations are concluded within a sixty-day timeframe but timeline extensions are sometimes necessary during the investigative process.