

PINELLAS COUNTY SHERIFF'S OFFICE



Commendation & Complaint Procedures

SHERIFF BOB GUALTIERI

"Leading The Way For A Safer Pinellas"



www.pcsoweb.com

ADMINISTRATIVE INVESTIGATIONS

The Administrative Investigation Division, under the direct authority of the sheriff, investigates all formal complaints of misconduct by agency personnel.

The goal and function of the division is to ensure that the integrity of the agency is maintained, and that objectivity, fairness, and justice are achieved. An impartial investigation and review of each complaint brought to the division's attention is vital.

Should your complaint result in a formal investigation, it is reported to the sheriff. After the allegations are fully investigated, the Sheriff's Administrative Review Board will review the investigation. The board sends a finding of facts to the sheriff, who will make the final decision as to the action to be taken. The complainant will be notified in writing about the results of the investigation.

MISSION

We are committed to public safety through superior service.

VISION

Achieve new levels of national recognition as a leader in public safety through successful partnerships, innovative technology, and community respect.

GUIDING PRINCIPLES

- Always act with integrity, promote accountability, and act to ensure community trust
- Foster a safe community
- Inspire and enrich a professional and unified workforce

THE SHERIFF'S STANDARDS



Whether they are on patrol, working in the jail, or have an administrative role, members of the Pinellas County Sheriff's Office have contact with thousands of citizens each year.

Our goal is to provide the most effective, efficient, and professional services to all citizens. These services reflect the agency's commitment to maintain the standards of a modern, progressive law enforcement agency.

The Pinellas County Sheriff's Office maintains three national accreditations in law enforcement, corrections, and inmate health care. Additionally, the agency is accredited in forensics and flight. This means that our staff has met and exceeded nationally approved standards for agency operations and services. Agency members and our citizens benefit as these compliance standards raise the bar for the delivery of professional law enforcement services.

In order to maintain this commitment to excellence, the Pinellas County Sheriff's Office encourages citizens to provide recommendations for improvements in our methods, strategies, and objectives. The purpose of this brochure is to offer some guidance about how to commend our members for a job well done, and how to report suspected member misconduct.

Thank you for your interest in the Pinellas County Sheriff's Office.

Sincerely,

A handwritten signature in dark green ink, which appears to read "Bob Gualtieri".

Sheriff Bob Gualtieri
Pinellas County

COMMENDATIONS

If you wish to commend a Pinellas County Sheriff's Office employee, you can:

- Ask to speak with the employee's supervisor and verbally express your commendation.
- Phone, write, or e-mail the sheriff's office explaining your commendation.

Commendations received by the sheriff for any Pinellas County Sheriff's Office employee result in informing the employee of your appreciation for their performance. Your thoughts are relayed to the employee in a letter of thanks or commendation from the sheriff. A copy of that letter is permanently entered into the employee's personnel file.

COMPLAINTS

The Pinellas County Sheriff's Office provides two methods for the investigation and resolution of complaints against its employees. One method is "informal" and the other is "formal."

Informal

Most complaints against employees will be resolved by the employee's supervisor. In an informal investigation, the employee's supervisor speaks with the complainant, meets with the employee, then decides the appropriate action to take to best resolve the complaint.

Formal

With more serious complaints of misconduct, the supervisor will take an initial statement from the complainant. An Administrative Inquiry Form will be completed. The incident will then be referred to the Administrative Investigation Division for a formal investigation.

Complaint Validation

The Pinellas County Sheriff's Office does not discourage citizens from filing complaints. Should the sheriff's office discover that a complainant or witness issued

statements known or believed to be false; the agency may pursue criminal action. Civil action against an untruthful complainant can be initiated by the employee who is the subject of a false allegation or complaint.

How To File A Complaint

It is the responsibility of the employee's supervisor to speak with you to discuss your complaint. If the employee's supervisor is not readily available, you may ask to speak with the on-duty supervisor. Your complaint will be received politely and professionally, and you will be expected to conduct yourself in a similar manner. If your conduct is considered inappropriate, you may be asked to return or call at another time to discuss your complaint. If appropriate, the supervisor will resolve the matter directly.

When appropriate, the supervisor will begin a formal investigative process. You will be asked to provide a statement detailing your complaint. An investigator assigned to investigate the formal complaint will contact you.

The sheriff's office will, based on a majority of the facts, decide whether the employee violated any of the rules and regulations of the Pinellas County Sheriff's Office. If the sheriff's office learns that the employee did violate the rules and regulations of this agency, the employee will be disciplined according to the requirements of those rules and regulations.

Your complaint will also be reviewed for ways we can improve policies, procedures, or training in the future.

You will receive notification of the determination made by the sheriff's office, regardless of the outcome.

At the conclusion of the investigation, you may request a copy of your complaint; it is a public record. There may be a small charge to cover the copying costs. This charge is set in accordance with Florida State Statutes.

TO LEARN MORE

If you have questions about any specific action taken by the sheriff's office, how the agency operates, or have a recommendation about how we can improve our law enforcement services, please contact us.



Administrative Investigation Division
P.O. Drawer 2500
Largo, FL 33779-2500
727-582-6223

Non-Emergency Line:
727-582-6200



www.pcsoweb.com



In an Emergency, call 9-1-1