

DISPOSITION OF INVESTIGATIONS

The disposition of investigations are classified as follows:

UNFOUNDED

Allegation is proven false, or there is no credible evidence supporting the allegation, the complainant admits to making a false allegation, the accused employee was not involved in the incident, or the incident did not occur.

EXONERATED

Allegations are true or alleged actions occurred, but were lawful and proper or resulted from adherence to proper and appropriate police procedures and techniques.

NOT SUSTAINED

There is insufficient evidence to prove or disprove a violation occurred.

SUSTAINED

There is sufficient evidence to justify a reasonable conclusion the allegations are true and the employee committed one or more of the alleged acts.

POLICY FAILURE

The alleged actions occurred, but were not addressed by departmental policy or policy failed to achieve its intended purpose, normative justification, desired outcomes, or goal attainment and a revision to the applicable policy as written is required.

WITHDRAWN

The cancellation of an investigation, after agreement between management and the Chief of Police or his/her designee, the original complaint was filed, but no longer warrants review or complainant requests withdrawal or is non-responsive to investigative efforts.

FILE ONLY

Closure for preliminary inquiries, investigative reviews, and miscellaneous complaints not warranting an investigation.



**TITUSVILLE
POLICE**

Citizen complaint
contact information:

LOBBY HOURS
(EXCEPT HOLIDAYS)
MONDAY - FRIDAY
8:00 A.M. - 5:00 P.M.

or

Call the
Professional Standards

321-567-3944
321-567-3931

or

NIGHTS, WEEKENDS & HOLIDAYS

Contact the
On-Duty Patrol Sergeant
321-264-7800



Titusville Police Department

titusvillepd.org

Phone: 321-264-7800

Fax: 321-264-7876

Email: tyler.wright@titusville.com



Citizen Complaint Procedure



321-264-7800

**TITUSVILLE
POLICE**

1100 John Glenn Blvd. • Titusville, FL 32780 • PH 321-264-7800

Philosophy

In order for the citizens of Titusville to have trust and confidence in the police, the Titusville Police Department strives to foster a good relationship with its citizens. As a community-policing agency, positive police behavior is reinforced through the scrutiny of Professional Standards.



Police Officers must be free to exercise their best judgment and to initiate action in a reasonable, lawful, and impartial manner without fear of reprisal. At the same time, they must observe the rights of all people. Citizens must feel free to question police conduct they feel is improper.

The Titusville Police Department is committed to unbiased policing in all its encounters between police officers and citizens.

Titusville Police Department policy provides guidelines for officers to prevent biased policing and reinforces procedures serving to maintain public confidence and trust through the provision of services in a fair and equitable fashion.

Who may Submit a Complaint?

Any citizen or member of the police department may submit a complaint. A signed, notarized affidavit is required at the time the complaint is submitted; however, anonymous complaints may also be submitted.

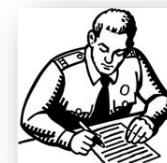
How to Submit a Complaint:

- Contact the On-Duty Patrol Sergeant (321) 264-7800
- Visit the Police Department Lobby
- Call Professional Standards (321)567-3944 or (321)567-3931
- E-mail: tyler.wright@titusville.com
- Complete and submit a *Citizen's Allegation of Employee Misconduct* form

Investigative Procedures

A preliminary inquiry/investigation will be conducted on every complaint regardless of its nature. Depending upon the circumstances, the incident will either be handled by a supervisor, or formally by Professional Standards. If your complaint is assigned to the employee's supervisor for investigation, the supervisor may contact you to try to resolve the situation or to obtain further information.

The Chief of Police will determine if the case will be handled as an internal affairs (IA) investigation. If so, an order to investigate will be forwarded to Professional Standards. An investigator will complete a thorough investigation regarding the complaint.



Investigative Procedures (cont.)

The completed investigative report includes a narrative summary of the events and a finding of facts as determined by evidence, and the sworn statements of those involved. Prior to leaving Professional Standards, the report is reviewed by the staff member supervising Professional Standards for completeness and objectivity.

All investigative reports are reviewed by the Chief of Police and/or his/her staff for approval and recommendations.

Disposition

You will be notified of the final disposition in person, by telephone, or by mail. Any citizen who is not satisfied with the final outcome of a formal investigation may call the staff member supervising Professional Standards at (321)567-3944.

A citizen who has made a complaint is entitled to a copy of the investigation. To request a copy, contact the Records Section (321)264-7800 or Professional Standards (321)567-3944 or (321)567-3931.

