11. If it is determined in the review that possible employee misconduct occurred, an investigation will be initiated.

12. The assigned investigator/supervisor will conduct interviews of the involved subjects and witnesses, if required, and gather all pertinent documentation.

13. The investigator/supervisor shall complete a detailed investigative report. Anyone may submit relevant evidence during the investigation.

14. The completed report of the investigation with the recommended finding/disposition is then presented to an Internal Affairs Review Panel made up of members of the Command Staff and Human Resources.

15. After the case is presented, the IA Review Panel then votes on whether they agree with the recommended findings.

16. If a complaint is classified as “sustained,” a recommendation for discipline in accordance with City and Departmental policies will be determined.

17. The Internal Affairs Report is then forwarded to the Chief of Police for final approval. The Chief reviews the information and approves the disposition.

18. The IA Director will forward a letter to the complainant outlining the results of the investigation.

19. If the complaint was filed through the Equal Opportunity Office, the disposition will be forwarded to their office to ensure the complainant understands the investigation and to assist the complainant if additional information is needed.

**\*The Internal Affairs Division is located at:**

**104 N. Main Street, Suite 300 (Wells Fargo Bldg.)**

**Phone: 352-393-7580**

**\*It is asked that you call the above number to ensure that staff is available to assist. An appointment may need to be scheduled at a later time if no one is available at the time.**

**EACH ALLEGATION IN A COMPLAINT IS JUDGED ACCORDING TO THE FOLLOWING C ATEGORIES:**

1. **SUSTAINED** – The investigation disclosed sufficient evidence to clearly prove some of the allegations made in the complaint.

2. **NOT SUSTAINED** – The investigation failed to discover sufficient evidence to clearly prove or disprove the allegation made.

3. **EXONERATED** – The investigation reveals that the acts did occur, but were justified, lawful and proper.

4. **UNFOUNDED** – The investigation indicated that the alleged act(s) did not occur.

**5. NOT INVOLVED** – The investigation established that the Department member subject to the complaint was not involved in the alleged incident.

**- - - - - - - - - - - - - - - - - -**

*Dear Gainesville Citizen:*

*All of us in the Gainesville Police Department are vitally concerned about the integrity of the Department. Our complaint and disciplinary procedures are established to ensure this integrity and prompt a fair disposition of citizen complaints.*

*We feel the complaint procedures of the Gainesville Police Department are as effective as any in the nation. We want to know when the Department members perform their duties improperly so appropriate action can be taken. This may range from an oral reprimand to the discharge of the member.*

*We also want to know when our officers perform in an outstanding manner. We appreciate all citizen assistance and feedback as it helps us improve the level of service provided.*

*This procedure in no way replaces any legal action you may wish to initiate.*

**CAUTION**: We take allegations of employee misconduct seriously; consequently, if the investigation reveals the complaint was made maliciously, in bad faith, or with knowledge that the accusation was false, action may be taken, whenever possible, to prosecute the complainant for making a false report.



**THE GAINESVILLE POLICE DEPARTMENT**

**INTERNAL AFFAIRS**

**COMPLAINT PROCESS INFORMATION BROCHURE**



**SERVICE COMMUNITY EXCELLENCE**

[www.gainesvillepd.org](http://www.gainesvillepd.org)

The Gainesville Police Department is accountable for the acts and omissions of all its employees. To that end, an obligation exists to our employees, the Department, and the citizens of our community to investigate allegations of misconduct or substandard performance.

To meet this obligation, the Gainesville Police Department has developed this *Internal Affairs Investigative Process* brochure. This brochure provides citizens and Department personnel guidance in initiating personnel complaints and a description of how the complaint process works.

The purpose of an internal investigation is to determine the facts as accurately as possible. Every employee shall cooperate fully in Departmental investigations. They will provide any and all information that may be pertinent in conducting the investigation.

The Gainesville Police Department is committed to conducting fair and impartial internal investigations on behalf of both the employee and the citizens of the City of Gainesville. The evaluation of each case is based on facts disclosed during the investigation.

An internal investigation can occur whenever it is alleged that an employee’s conduct or behavior violates Department policy, procedure, rule, regulation, or training procedure.

The objectives of an internal investigation are to:

Determine if Department personnel were involved in a violation of policy.

Factually establish what happened.

Uncover and preserve all pertinent facts and evidence so they will be rendered admissible in a Disciplinary Review.

Determine whether the conduct or behavior was intentional or unintentional.

Determine if the conduct was the result of action or inaction by the employer.

Determine the reasonableness and basis of the employee’s actions and evaluate any explanation given.

Internal investigations will be specifically, directly, and narrowly related to performance of duties within the scope of employment and fitness to hold the position. All internal investigations are confidential until completed and signed off by the Chief.

**HOW TO MAKE A COMPLAINT**

If you feel a Gainesville Police Department member acted improperly, a complaint may be made in writing, in person, or by telephone. Complaints are categorized as:

**Formal** – A Citizen Complaint Form is completed and forwarded to the Internal Affairs Unit. A preliminary investigation is conducted to determine if the complaint has possible merit. If possible merit exists, the investigation is expanded.

**Informal** – A Preliminary Investigation is conducted to determine if the complaint has possible merit. Typically assigned to a supervisor to review and document findings.

Complaint Forms may be obtained on the GPD website or in person. Completed complaint can be forwarded or dropped off at:

1) Gainesville Police Department

C/O: Internal Affairs

545 NW 8th Ave

Gainesville, FL 32601

(352) 393-7580 OR

2) City of Gainesville Office of Equal Opportunity

P.O. Box 490, Station 42

Gainesville, FL 32627 (352) 334-5051

**WHAT HAPPENS AFTER YOU FILE YOUR COMPLAINT**

1. All formal citizen complaints are referred to the Internal Affairs Unit, including those complaints made at the Office of Equal Opportunity.

2. A Citizen Complaint Form is completed to initiate a formal complaint.

3. A letter acknowledging receipt of the complaint is sent to the complainant.

4. The Internal Affairs Unit investigates all formal complaints; however, if minor in nature, complaints may be assigned to Bureau Commanders for investigation. All complaints received by the Internal Affairs Unit are coordinated and processed by the Internal Affairs Unit.

5. The complainant may be interviewed if necessary, either at the Police Department or at a location mutually agreed upon if desired.

6. An investigator/supervisor is assigned to conduct the preliminary investigation.

7. The investigator/supervisor gathers existing documentation.

8. The preliminary information is reviewed to determine if the complaint indicates possible misconduct.

9. If, after reviewing the preliminary investigation, it is determined that the evidence reflects that no employee misconduct occurred, he/she shall complete a report and provide it for review to the Chief of Police.

10. If the Chief agrees with the findings, that determination will be forwarded to the complainant and the subject of the investigation in writing and the complaint will be closed.