

## COMMENDATION & AWARDS

It is the policy of the Hillsborough County Sheriff's Office to recognize outstanding law enforcement performance through the use of formal commendations.

Expressions of gratitude for services or actions by employees are greatly appreciated.

Letters recognizing employees or citizens for these actions are encouraged and may be forwarded to the Sheriff at P.O. Box 3371, Tampa, FL 33601

An Awards Committee is used to determine the appropriate commendation.

Examples of the awards include:

**MEDAL OF HONOR**

**MEDAL OF DISTINGUISHED SERVICE**

**LIFE SAVING AWARD**

**SILVER CROSS**

**GOLD CROSS**

**CERTIFICATE OF SERVICE**

**DISTINGUISHED PERFORMANCE  
AWARD**

### DISTRICT I

14102 N. 20th Street, Tampa  
(813) 247-0600

### DISTRICT II

2310 N. Falkenberg Road,  
Brandon  
(813) 247-8560

### DISTRICT III

7202 Gunn Highway, Tampa  
(813) 247-0330

### DISTRICT IV

508 S.E. 33rd Street, Ruskin  
(813) 247-0455

### INTERNAL AFFAIRS

2008 E. 8th Avenue, Tampa  
(Ybor City)  
(813) 247-8080

## CITIZEN COMPLAINT AND COMMENDATION PROCEDURE



DAVID GEE, SHERIFF

HILLSBOROUGH COUNTY  
SHERIFF'S OFFICE

P.O. Box 3371  
Tampa, Florida 33601  
(813) 247-8000

[www.hcso.tampa.fl.us](http://www.hcso.tampa.fl.us)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Case Number

\_\_\_\_\_  
Investigator Assigned

## INTERNAL AFFAIRS

A proper relationship between the Hillsborough County Sheriff's Office and the citizen's of Hillsborough County, fostered by confidence and trust, is essential to effective law enforcement.

The function of Internal Affairs is to ensure this relationship and provide citizens with a fair and effective avenue to seek redress for legitimate complaints against Sheriff's Office employees and to protect the employees from false charges of misconduct or wrongdoing.

The complaint system and disciplinary procedure not only subject the employee to corrective action following any improper conduct, it also protects the employee from criticism when they properly discharge their duties.

## REPORTING PROCEDURE

Complaints are often the result of a misunderstanding or disagreement with the application of law or Sheriff's Office procedures. Concerns or complaints regarding a particular situation or employee can be addressed by contacting any on-duty supervisor of the district office where the incident occurred. Complaints may be handled on an informal or formal basis by the supervisor of the deputy at the district involved.

Certain complaints of misconduct may be made in person at the Internal Affairs office, 8am to 5pm, Monday through Friday, excluding holidays. In order to file a formal complaint it will be necessary for the complainant to appear at one of the previously mentioned locations, fill out a formal statement of complaint, and submit to an audio-recorded interview after being placed under oath. An investigation will be initiated upon determination by the investigator that there is a possible misconduct violation. Until the investigation is complete and a final disposition is rendered signed by the Sheriff, the facts of the investigation are confidential.

## TYPES OF MISCONDUCT

Some types of misconduct are:

- Rudeness/Discourtesy
- Excessive force
- Misuse of authority
- Neglect of duty
- Harassment
- Improper personal conduct
- Any unlawful conduct

## COMPLAINT INVESTIGATION AND DISPOSITION PROCESS

All complaints are thoroughly investigated. The complainant, the accused, and all witnesses are interviewed under oath and a report is prepared that includes these interviews and all other evidence that can be documented.

The report will contain the facts of the case in order to present an unbiased picture of the incident as it actually occurred and will not reflect the opinions of the investigator. This permits a supervisor to make a fair recommendation based on the facts that can be verified and proven. The employee is notified of the completion of the investigation. Generally, the investigation will take between 30-45 days to complete.

The report is forwarded through the employee's chain-of-command for review and recommendation. If the allegation is sustained, the report is forwarded to the Sheriff who has final decision on all disciplinary actions.

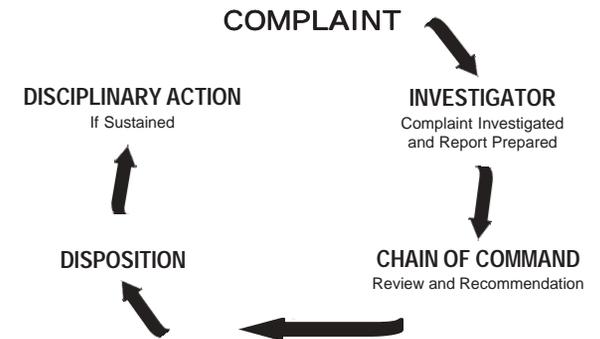
## COMPLAINT DISPOSITION

The disposition of all complaints are classified as follows:

- **Unfounded:** The incident did not occur or the employee was not involved.
- **Unsubstantiated:** There is insufficient evidence to prove or disprove the allegation.
- **Sustained:** There is sufficient evidence to support the allegation.
- **Exonerated:** The incident occurred, but the employee acted lawfully and properly.
- **Exonerated by Policy Failure:** No policy governing the situation exists.

In all cases, the complainant and accused employee are notified of the final disposition of the complaint.

## COMPLAINT PROCEDURE FLOW CHART



While the Hillsborough County Sheriff's Office encourages citizens to report legitimate complaints of misconduct, it also assumes and expects that citizens will not file frivolous, vindictive or false complaints against employees who have properly performed their duties. State law forbids the intentional filing of a false report to law enforcement and also prohibits anyone from lying under oath.