

A Message from the Chief of Police

In order to be recognized as a "Leading Force in Professional Law Enforcement," the Hollywood Police Department realizes our foundation is built on integrity, accountability and efficiency. These core values are accentuated by our ability to impartially evaluate the services we provide to the community. Governed by Florida State Statutes, the Internal Affairs Unit is authorized by the Office of the Chief of Police to thoroughly investigate allegations against Members of the Hollywood Police Department.

This brochure is part of our continuous effort to meet the needs of our community. As a Professionally Accredited Agency, the Hollywood Police Department is constantly striving to improve services rendered to our citizens. Our intention is to help you understand the operations of the Internal Affairs Unit along with the process to file a complaint.

Through this process, we are striving to build community trust and to enhance the quality of life for Hollywood residents and our visitors.

**Office of the Chief of Police
Hollywood Police Department
3250 Hollywood Boulevard
Hollywood, Florida 33021**

Important Phone Numbers

Chief's Office..... 954-967-4300
Criminal Investigations... 954-967-4411
Internal Affairs 954-967-4398
Patrol Division..... East 954-967-4456
West 954-967-4591
Beach/Special Ops 954-967-4567
Personnel..... 954-967-4372
Police Information..... 954-967-HELP
(non-emergency) 954-764-(4357)
Property 954-967-4620
Community & Media Relations
..... 954-967-4317
Records 954-967-4480
Traffic Enforcement..... 954-967-4567

Additional Numbers:

BSO Main Jail 954-831-5900
201 SE 6th Street
Ft. Lauderdale, Florida

www.hollywoodpolice.org

Hollywood Police Department



**COMPLIMENTS/
COMPLAINTS
BROCHURE**

Office of the Chief of Police

Mission

The Hollywood Police Department continues to be recognized as a Leading Force in Professional Law Enforcement. Our purpose is to enhance the quality of life for every individual in the City of Hollywood.

The Law Enforcement profession derives its "Powers to Police" from the citizens it serves. We pride ourselves on service to the public. We are committed to providing the highest quality of service to the community by always performing at our personal best.

The Hollywood Police Department welcomes positive and negative comments from all members of the public regarding the Hollywood Police Department.

Internal Affairs Unit

The Internal Affairs Unit is responsible for receiving, processing, assigning and supervising the investigation of all complaints of alleged or suspected misconduct against any Member of the Hollywood Police Department in accordance with Florida Statute. To promote the highest level of public trust and cooperation, the Department will investigate all complaints and allegations objectively, fairly, and impartially. Hence, all inquiries or investigations will begin without any preconceived notions or bias to anyone. They will be conducted with the utmost thoroughness, and recorded with acute accuracy.

Complaint Process

All complaints against the Hollywood Police Department will be recorded and examined, including complaints received in person, by letter, by telephone, by fax, by mail, by email, anonymously or by a third party. The Office of the Chief of Police will review all complaints and a determination will be made to assign the complaint to the appropriate Division Major or the Internal Affairs Unit for investigation. Following a thorough and impartial investigation, a disposition will be rendered based on all available factual information. The complainant will be contacted at the completion of the investigation, and will have an opportunity to discuss the disposition of the complaint.

Filing a Compliment or Complaint

Step 1: You may contact the Hollywood Police Internal Affairs Unit at 954-967-4398, by email to IA@hollywoodfl.org, or in person at 2741 Stirling Road.

Step 2: Compliments and/or Complaints can be documented on a Compliment/Complaint Intake Form. Forms are also available from any Member of the Hollywood Police Department. Forms are located in the lobby of Police Headquarters, lobbies of in City government office or available on our website under the Internal Affairs link.

Step 3: Completed Compliment/Complaint Intake Forms may be hand-delivered to any On-Duty Supervisor, hand-delivered to the Public Information Desk in the lobby of Police Headquarters, mailed or faxed to the address and phone number included on the Complaint Intake Form, or emailed to IA@hollywoodfl.org.

Step 4: You may at any time speak with an On-Duty Supervisor to initiate a complaint on any Member of the Police Department.

Step 5: Upon receipt of the complaint, you will be contacted by the investigating Supervisor or the Internal Affairs Unit. At this step, you may be requested to provide a sworn statement(s), produce any evidence of allegations and/or discuss the complaint in detail.

Disposition of Complaint

All complaints are kept confidential and are not subject to public disclosure prior to the completion of the investigation. The results of all complaints are called findings and there are five classifications:

- **Sustained:** The allegation is supported by sufficient evidence to conclude the Member(s) committed one or more of the alleged violation(s).
- **Not Sustained:** There is insufficient evidence to either prove or disprove the complaint.
- **Unfounded:** Proof exists the accused Member was not involved in the incident or the incident did not actually occur.
- **Exonerated:** The incident occurred, however, the Member's actions were justified, lawful, or in accordance with Standard Operating Procedure.
- **Withdrawn:** The complainant freely and voluntarily withdraws the complaint.

Frequently Asked Questions

Who does the Internal Affairs Unit report to?

The Internal Affairs Unit answers directly to the Office of the Chief of Police.

Is there any risk in making a complaint against a Member of the Police Department?

No, unless you deliberately make a false complaint against any Police Department Member, then you may be prosecuted criminally and/or be held civilly liable.

What rights do Police Officers have when a complaint is made against them?

Officers are protected by the Police Officer's Bill of Rights pursuant to Florida Statute Chapter 112 and their labor agreement. Both provide that the Officer shall not be subjected to harassment, intimidation, or threats from Supervisors. Officers have a right to counsel or union representation during the investigation.

Questions or Recommendations

The Hollywood Police Department is committed to providing excellent Police service to our community. Citizen cooperation and input is essential for the Department to succeed in this goal. If you have any questions or recommendations on how the Hollywood Police Department can improve your Police service, please call the Office of the Chief of Police at 954-967-4300 or mail correspondences directly to the Chief of Police at 3250 Hollywood Boulevard, Hollywood, Florida 33021.