

INTRODUCTION

HOW ARE WE DOING?

The greatest ally a police officer can have is the trust and support of the community. The Miami Beach Police Department is focused on providing the highest caliber of police services to our community. Community input is essential to ensure that we are addressing issues and concerns important to those we serve. If you have any questions or recommendations on how the Department can improve your police service, you can:

Contact the Patrol/Shift Commander's Office
(if the matter concerns patrol officers)
305.673.7933

Contact the Criminal Investigations Division
(if the matter concerns detectives)
305.673.7945

Your questions or recommendations can also be mailed directly to:

Chief of Police
Miami Beach Police Department
1100 Washington Avenue
Miami Beach, Florida 33139



COMPLAINT PROCESS

The Internal Affairs Unit will accept all complaints of employee misconduct or wrongdoing brought forth by any member of the public or Department employee. Following a thorough and impartial investigation, a disposition will be rendered based on all available factual information. Officers or employees who receive a substantiated complaint shall be subject to the appropriate action based on the severity of the complaint.

FILING A COMPLAINT

The first step in filing a complaint against a Department employee is to contact an on-duty Miami Beach Police Department supervisor, the Internal Affairs Unit or the Police Chief's Office. A Department supervisor or Internal Affairs investigator will meet with you in **PRIVATE** as soon as practical to discuss your complaint.

Important Numbers:

Internal Affairs	305.673.7920
9-1-1 Center	305.673.7900
Patrol Commander	305.673.7933
Criminal Investigations	305.673.7945
Police Chief's Office	305.673.7925

It is possible that while filing your complaint you may receive an explanation that satisfies your complaint.

THE INVESTIGATION OF YOUR COMPLAINT

Upon receipt of your complaint, it will either be assigned to Internal Affairs or to the employee's commander. You will be contacted as soon as practical and asked to give a sworn statement. This process will take place in a non-intimidating, private setting. All witnesses, as well as the subject employee(s) will be interviewed as part of the investigation.

THE FINDINGS OF YOUR COMPLAINT

All complaints are kept confidential and are not subject to public disclosure prior to the completion of the investigation. However, when your complaint is resolved, you will be notified by mail of the outcome. Please contact the Internal Affairs Unit should you change your address during the investigation. The results of your complaint are called findings. There are four possible findings:

Substantiated

The allegation is supported by sufficient evidence. The employee(s) involved acted improperly and may be disciplined.

Unsubstantiated

There is insufficient evidence to support the complaint.

Unfounded

The investigation revealed no basis for your complaint.

Exonerated

The incident occurred, however, the employee's actions were justified, lawful, and proper.

Should you have any questions regarding the disposition of your complaint or care to review the investigative report, contact:

Internal Affairs Supervisor **305.673.7920**

Patrol/Shift Commander **305.673.7933**

FORMOREINFORMATION

For more information regarding a commendation for a patrol officer contact Patrol/Shift Commander at 305.673.7933. For more information regarding a complaint contact Internal Affairs at 305.673.7920.

FILING A COMMENDATION

Comments regarding positive experiences, outstanding service and instances where Miami Beach Police personnel have gone above and beyond the call of duty are appreciated.

If you wish to commend the actions of any Miami Beach Police Department officer or employee you can:

Ask to speak to the employee's supervisor or

Write a letter to the Chief of Police explaining your praise.

Correspondence complimenting superior performance by any Miami Beach Police Department employee will be brought to the employee's attention. In addition, it will be placed in the employee's personnel file.

Your compliments regarding the Police Department employees are greatly appreciated. Comments regarding the professionalism and outstanding service Department employees provide are always welcomed.

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IMPORTANT ADDRESSES

Internal Affairs

225 Washington Avenue
Miami Beach, FL 33139

This location is an off-site location, separate from the Miami Beach Police Headquarters.

Miami Beach Police Department

1100 Washington Avenue
Miami Beach, Florida 33139

Miami Beach City Hall

1700 Convention Center Drive
Miami Beach, FL 33139

MIAMIBEACH
POLICE

MISSION STATEMENT

Prevent crime and enhance public safety.

VISION STATEMENT

We aspire to be a world-class agency which protects our diverse community and serves as a model for character, innovation and service to meet the challenges of tomorrow.

CORE VALUES

Honest, Professional, Accountable and Proud.



MIAMIBEACH

POLICE



@MiamiBeachPD



MiamiBeachPoliceDept

www.miamibeachfl.gov

HOW ARE WE DOING?

A quick-reference guide
to making a commendation
or filing a complaint.