



CITY OF WINTER SPRINGS, FLORIDA  
**POLICE DEPARTMENT**

---

300 NORTH MOSS ROAD  
WINTER SPRINGS, FLORIDA 32708  
T: (407) 327-1000 | F: (407) 324-4753  
[www.winterspringsfl.org](http://www.winterspringsfl.org)

## **COMMENDATION OR COMPLAINT PROCEDURES**

### **ABOUT THE WINTER SPRINGS POLICE DEPARTMENT**

The Winter Springs Police Department offers a range of professional services through a dedicated, well trained, professional staff. We offer the services indicative of a modern progressive police department.

The standards of the Winter Springs Police Department are among the highest in the State, and our officers are among the best trained. Our community and the level of police service that we all benefit from, can best prosper by your support of these standards by commendation, recommendation, question or complaint.

By way of maintaining both policies performance and police/community relations, the Winter Springs Police Department encourages citizen recommendations for improvement in our policing. We welcome the commendations of police personnel who admirably perform their duties, and encourage questions or complaints about the Departments performance or actions of its members.

### **COMMENDING SUPERIOR PERFORMANCE**

If you wish to commend the actions of any Winter Springs Police Department employee you can:

- Ask to speak with the employee's supervisor and verbally express your commendation, or;
- You can write a letter to the Chief of Police explaining your Commendation, or;
- You can call the Police Department and explain your commendation.

Commendations received by the Chief of Police for any Winter Springs Police Department employee results in advising the employee of your gratitude, and your kindness on informing us of your appreciation. His/her actions and your appreciation is relayed through a Quality Recognition note, a copy of which is permanently entered into the employee's personnel file.

### **PROFESSIONAL STANDARDS DIVISION**

The Professional Standards Division under the direct authority of the Chief of Police investigates formal complaints of misconduct by Department Personnel.

The goal and function of the Professional Standards Division is to ensure that the integrity of the department is maintained and that objectivity, fairness, and justice are ensured. An impartial investigation and review of each complaint brought to the department's attention is vital.

If you have any questions about any specific action or recommendations, please contact Professional Standards at (407) 327-7997.

### **FILING A COMPLAINT**

It is normally the responsibility of the employee's Watch Commander to meet with you to discuss your complaint. If the employee's Watch Commander is not readily available or you cannot meet with him/her because of scheduling, you may ask to speak with the on-duty Watch Commander.

You will meet privately with the Watch Commander to discuss your complaint. Your complaint will be received politely and professionally, and you will be expected to conduct yourself in a similar manner. If your conduct is considered inappropriate, the Watch Commander may insist that you return at another time to discuss your complaint.

If appropriate the Watch Commander will resolve the matter directly. When appropriate, the Watch Commander will begin the Formal Investigation process. You will be asked to provide a written and or an audio recorded sworn statement detailing your complaint. You will sign a complaint form saying that you understand that any false statement by you during this complaint may be subject to criminal and or civil liability. You will be provided with a copy of your complaint.

The Department will, based on the clear and convincing facts, decide whether the employee violated any of the rules and regulations of the Winter Springs Police Department, the City of Winter Springs or the State of Florida.

If the Department learns that an employee did violate the rules and regulations of the Department, the employee will be disciplined according to those rules and regulations.