

HOW TO FILE A CITIZEN'S COMPLAINT

Police are trained to:

1. Protect and serve you
2. Treat you with respect
3. Not use profanity or racial slurs
4. Not use excessive force



If you believe the officer has not treated you in the proper manner, you have a right to file a complaint, as well as consult with an attorney.

STEP #1

Write down details as soon as possible, such as:

- Incident number
- Time/Location
- Details of Incident
- Name/Badge # of Officer (s)
- Name of Police Department
- Police car #

STEP #2

Call the police department and ask what their procedure is for filing a Citizen's Complaint.

STEP #3

You also have the right to file a complaint with the State Attorney's Office if you feel the officer has committed a crime.

Seminole County State Attorney's Office
101 Eslinger Way Sanford, FL 32773
(407) 665-6000

Additional Resources

ACLU of FLORIDA

Legal service for civil liberties and civil rights violations

<http://www.aclufl.org>

786-363-2700

Florida Immigrant Coalition

Works for fair treatment and offers resources, including legal assistance for immigrants

<https://floridaimmigrant.org>

305-571-7254

CAIR Florida

Works with civil rights and anti-defamation to combat discrimination against the Muslim community

<https://www.cairflorida.org/>

833-224-7352

Florida Commission on Human Relations

Works to ensure equal opportunities in employment, housing, and public accommodations.

<https://fchr.myflorida.com/>

850-488-7082



WINTER SPRINGS POLICE DEPARTMENT ADMINISTRATION
300 N MOSS RD WINTER SPRINGS, FL
MONDAY – FRIDAY 8:00 A.M. – 5:00P.M.
407-327-1000

[HTTPS://WWW.WINTERSPRINGSFL.ORG/POLICE](https://www.winterspringsfl.org/police)
EMERGENCIES – CALL 9-1-1 ANYTIME



Guidelines on

WHAT TO DO WHEN STOPPED BY THE POLICE

What you need to know so we can all be safe

KNOW YOUR RIGHTS
STAY CALM
COOPERATE
DO NOT RUN

Winter Springs Police Department
300 N MOSS RD, WINTER SPRINGS, FL
407 327 1000

Disclaimer: This content contained herein is not intended to constitute legal advice. Rather it merely serves as a guide on what to do during a police encounter.



TRAFFIC STOPS

1. Slow down, pull over safely on the right, and put on your hazard lights.

If the police vehicle is unmarked and you cannot identify the driver as a uniformed police officer, put your hazard lights on and drive below the speed limit to a well-lit, populated location. You can also call 9-1-1 to verify it is a police vehicle or not.

2. Turn the car off, keep your seatbelt on, and turn on the inside light (if at night). Roll down windows if easily possible.

3. Keep both hands on the steering wheel. Passengers, keep your hands still and visible. Getting out of your car can be perceived as aggressive. Stay put and DO NOT RUN!

4. Stay calm, polite, and respectful.

5. When asked, provide your driver's license, registration, and proof of insurance.

If they are in the glove box or under the seat, state that to the officer and retrieve them slowly. Keep your hands visible at all times!

6. After you provide your identification, you have the right to ask the reason for the stop.

The officer is obligated to answer you.

Do not get into an argument with an officer. If you feel that you have been treated unfairly, you have a right to file a Citizen's Complaint and/ or consult an attorney.

7. Answer the officer's questions truthfully, or respectfully decline to answer the questions.

8. If you are issued a citation, you may contest it in court. Follow the officer's requests and do not argue on the roadside.

WALKING

1. If approached by law enforcement, DO NOT RUN.
2. Stay calm and be polite and respectful.
3. Be prepared to provide photo ID when legally required and cooperate.
4. Do not leave until the officer tells you that you are free to go.

SEARCHES

You have the right to know WHY you are being searched. DO NOT resist the search.

"PAT DOWN":

These occur regularly for officer and community safety if an officer has reasonable suspicion that you may be carrying a weapon or you consent.

Reasonable Suspicion:

Officers have the right to stop and briefly detain a person if there is reason to believe that an individual is or was engaging in criminal activity.

Vehicle Searches:

If the officer has probable cause, your car can be searched without a court-issued warrant.

Probable Cause:

requires that an officer has sufficient facts and circumstances as would lead a reasonable person to believe that evidence or contraband related to criminal activity will be found in the location to be searched. If an officer cannot articulate the facts forming the basis for probable cause, the search and seizure will not hold up in a court.



FILMING /RECORDING

You may film or record police in a public place as long as you do not interfere with the performance of their duties.

****Audio recording without permission is a violation of the law****

AS A BYSTANDER

If you have concerns about what you observe, you may file a Citizen's Complaint (see back).

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****Audio recording without permission is a violation of the law****

IF YOU ARE ARRESTED

1. DO NOT RESIST ARREST, even if you believe you are innocent or have been subject to an improper search.
2. You will be informed of the reason of your arrest once you are in police custody.
3. You may be able to call someone to get your vehicle, where applicable.
4. Your Miranda rights are not required to be read until you are under custodial detention and being questioned about a specific crime.

MIRANDA RIGHTS

You have the right to remain silent. Anything you say can and will be used against you in a court of law. You have the right to speak to an attorney and to have an attorney present during any questioning. If you cannot afford an attorney, one will be provided for you without cost.