



# DAYTONA BEACH POLICE DEPARTMENT

Michael J. Chitwood, Chief of Police

## Personnel Commendation or Complaint Procedures

As a means of maintaining both police performance and police community relations, the Daytona Beach Police Department;

- Encourages citizen recommendations for improvement in our policing.
- Welcomes the commendations of police personnel who admirably perform their duties.
- Receives complaints and/or questions about the Department's performance or actions of its members and employees.

### Procedures for registering a commendation or complaint:

If you wish to commend a police officer or an employee, or if you feel that a police officer or an employee has acted improperly, you may register your commendation or complaint in the following way:

1. At any time come to the front desk of the Daytona Beach Police Department at 129 Valor Boulevard, Daytona Beach, Florida. Request to speak with a supervisor or a representative of the Office of Professional Standards.
2. If you cannot come to the Department, and you feel you must speak to a supervisor immediately, call the Daytona Beach Police Department at (386) 671-5100 and you will be assisted.
3. If you choose, you may make your commendation/complaint in writing and forward it to:

**The Office of Professional Standards**  
Daytona Beach Police Department  
129 Valor Boulevard  
Daytona Beach, Florida 32114

All complaints will be promptly and thoroughly investigated. Routinely, they will be forwarded to the appropriate Division Deputy Chief who will assign a supervisor to investigate the allegations.

The assigned supervisor will interview the concerned parties, and their witnesses, record their statements and gather other relevant information.

Should the complaint be of a very serious nature, or involving personnel from more than one division, the Chief may elect to assign a special investigator.

Upon completion, the investigation will be forwarded to the concerned Division Deputy Chief who will review the findings, recommend disciplinary and/or corrective action and forward the completed investigation to the office of the Chief of Police.



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The Chief of Police will categorize the complaint according to the following criteria:

1. **Unfounded** – When the investigation indicates the allegation is false or untrue.
2. **Exonerated** – When the investigation indicates the act occurred but the act was justified, lawful and proper.
3. **Not Sustained/Not Resolved** – When the investigation discloses insufficient evidence to prove or disprove the allegations made.
4. **Sustained** – When the investigation discloses that the allegation is true.

When the complaint is sustained, appropriate discipline and/or corrective action will occur.

Discipline may be a letter of reprimand, suspension from duty without pay, or termination. Corrective action includes but is not limited to counseling, training, and special performance requirements.

**You will be advised by letter of the disposition of your complaint.**

## Commendations

There is no greater form of recognition a police officer or employee can receive than a compliment from someone who's life we have touched and made better.

Commendations can consist of any form of recognition from a citizen's letter to the award of a service medal. Letters should describe the events or incident along with the officer or employee's name(s) involved. Please include the specific action which impressed you or helped you. The circumstances surrounding the employee's action will be considered when deciding the level of recognition the employee deserves. In all cases, especially letters of appreciation, the police employee and his or her supervisor and the Chief of Police are made aware of the outstanding performance and a copy of the letter is placed in the employee's personnel file.

Each person who commends an employee is notified by the Chief of Police that a commendation was received and what action was taken.