



# Margate Police Department

ACCREDITED LAW ENFORCEMENT AGENCY



**Michael Palma, Chief of Police**

## PERSONNEL COMPLAINT PROCEDURE

It is the policy of the Margate Police Department to investigate complaints made against the department or its personnel, thoroughly, completely and impartially. A proper relationship between the department and the citizens we serve, fostered by trust and confidence, is essential to effective law enforcement efforts.

The Margate Police Department complaint process has been developed to ensure this proper relationship provides people with a fair and effective method to address legitimate complaints against Police Department personnel as well as to protect officers and employees from false charges of misconduct or wrongdoing.

The department would prefer that complainants speak with a supervisor when filing a complaint. We do this to ensure that we obtain all the necessary information that we will need to fully and impartially investigate and resolve complaints. If you do not wish to speak with a supervisor, you may still file a complaint against an employee or officer by fully and accurately completing the attached personnel complaint report form. We ask that you print neatly or type the form if possible. If you wish, you can complete your complaint narrative as a separate document via word processing and submit it with the personnel complaint form cover sheet.

If you require assistance with the personnel complaint report form, you can call a Professional Standards Investigator at 954-935-5426. The investigator will assist you with any questions you may have. When you have completed the complaint form, you can return it to the Police Department via any of the following methods:

- Drop it off at the Police Department front desk sealed in an envelope;
- Give it to any Margate Police Department officer or employee sealed in an envelope;
- Mail it to the Police Department;
- Fax it to the Police Department at 954-935-5476;
- Email a scanned copy as an attachment to the Police Department at [Professionalstandards@margatefl.com](mailto:Professionalstandards@margatefl.com).

The Police Department will assign your complaint to a supervisor to investigate. The supervisor will contact you and send you a receipt acknowledging your complaint. You can contact that supervisor at any time to follow the progress of your complaint. The Chief of Police will send you a letter notifying you of the conclusion of the investigation and any action taken.

It certainly is unfortunate that you had occasion to be less than satisfied with a member of our department. We certainly hope that all future contacts with members of our department are positive ones.

## PERSONNEL COMPLAINT REPORT

Person making complaint: \_\_\_\_\_ D.O.B: \_\_\_\_\_

Home Address: \_\_\_\_\_

Work name and address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

What is the best time to contact you? \_\_\_\_\_

Person you are making the complaint against: \_\_\_\_\_

IF YOU DO NOT KNOW THE PERSON'S NAME, THEN DESCRIBE HIM/HER BELOW.

Date of incident: \_\_\_\_\_ Time occurred: \_\_\_\_\_ Case #: \_\_\_\_\_

Where did the incident take place: \_\_\_\_\_

Describe what happened, be specific as to what was said. Include information on any witnesses:

## PERSONNEL COMPLAINT REPORT - Continuation

PAGE                    OF

COPY IF ADDITIONAL PAGES ARE NEEDED

Officer/employee's name: \_\_\_\_\_

I declare this to be a true and correct report and the information therein to be factual. I further understand that I may be criminally charged for filing a false report, under F.S. 817.49 or F.S. 316.067 for knowingly filing false information.

Printed name of person filing complaint

Date

**Signature of person filing complaint**