

# Internal Affairs Unit

The Internal Affairs Unit's primary function is to receive, process, and investigate complaints made against members of the High Springs Police Department.

When a complaint is received, every effort is made to ensure a thorough, timely, and fair investigation of the allegation(s) contained in the complaint. The openness of the Department in the acceptance of a complaint is a principal element of professionalism and community responsiveness.

All complaints are processed and reviewed by the Internal Affairs Unit and submitted to the Chief of Police for review and final disposition.

Internal Affairs Unit duties include:

- Investigating alleged misconduct by Department Members.
  - Providing assistance to Supervisors in investigations of alleged misconduct by Department Members.
  - Investigating critical incidents (e.g., Officer-involved shootings, etc.).
  - Record, register and control the investigation of complaints against Members.
  - Maintain the confidentiality of the Internal Affairs Unit's investigations and records.
  - Prepare an annual report of incidents investigated and/or logged by the Internal Affairs Unit.
- 

## Complaint Process

All complaints will be accepted by the Internal Affairs Unit and can be received in person, by letter, by Citizen Commendation/Complaint Form, by telephone, or by E-mail.

Anonymous complaints are also accepted. The Office of the Chief of Police will review all complaints and a determination will be made to assign the complaint to the appropriate Supervisor or the Internal Affairs Unit for investigation.

Following a thorough and impartial investigation, a disposition will be rendered based on all available factual information. The complainant will be contacted at the completion of the investigation and will have an opportunity to discuss the disposition of the complaint.

- **Step 1:** You may contact the High Springs Police Internal Affairs Unit at (386) 454-1415 or by e-mail to IA [at] highsprings.gov. Complaints can be documented on a Citizen

Commendation/Complaint Form. Forms are located in the lobby of Police Headquarters or available on our website.

- **Step 2:** Completed Citizen Commendation/Complaint Forms may be hand-delivered to any On-Duty Supervisor, hand-delivered to Police Headquarters (Monday through Friday 8:00 AM—4:00 PM), mailed to 23720 NW 187th Avenue High Springs, FL 32643, faxed to HSPD at (386) 454-7801, or submitted via e-mail attachment to [IA \[at\] highsprings.gov](mailto:IA@highsprings.gov).
- **Step 3:** You may at any time speak with an On-Duty Supervisor to initiate a complaint on any Member of the High Springs Police Department.
- **Step 4:** Upon receipt of the complaint, you will be contacted by the investigating supervisor or the Internal Affairs Unit. At this step, you may be requested to provide a sworn statement(s), produce any evidence of allegations, or discuss the complaint in detail.
- You may download a CITIZEN COMMENDATION/COMPLAINT FORM below.
- You must print, fill out, then mail, hand-deliver (Monday through Friday 8:00 AM – 4:00 PM), fax, or submit via E-mail attachment to: High Springs Police Department C/O Internal Affairs Unit 23720 NW 187th Avenue High Springs, Florida 32463 (386) 454-1415 (press option 3 for the Internal Affairs Unit) (386) 454-7801 (fax) [IA \[at\] highsprings.gov](mailto:IA@highsprings.gov)

## Supporting Documents

HSPD IA Complaint Form 230 KB

## Related Questions

### Will I be able to see the completed investigation?

All complaints are kept confidential and are not subject to public disclosure prior to the completion of the investigation. Once completed, you can obtain a copy by submitting a Public Records request via the High Springs Police Department Records Section. Per Florida State Statute Chapter 119, there may be a charge for copying these documents. How will an investigation be classified? The results of all complaints are called findings and there are **five** classifications:

1. **Unfounded:** The act of acts complained of did not occur or did not involve High Springs Police Department Members.
2. **No Conclusion:** Insufficient evidence to clearly prove the allegation/complaint. • Sustained: The preponderance of evidence clearly proves the allegation/complaint. Guilty as charged. • Not Sustained: The Member's actions were justified, lawful, or in accordance with Standard Operation Procedure. Not guilty.
3. **Withdrawn:** The complainant retracted the allegation(s) through either a verbal or written statement. If the complaint is sustained, what type of corrective action/discipline will the Member receive? Correction Action/Discipline for violation of Departmental Policies can result in the following outcomes:
  - Verbal Counseling
  - Remedial Training
  - Written Reprimand
  - Suspension from Duty Without Pay
  - Demotion (Ranking Members)

## How do I file a complaint against a Member of the Police Department?

The High Springs Police Department has created a Complaint Brochure to inform High Springs residents and visitors of the process of making a complaint.

*The brochures are also available at the Police Department Headquarters.*

## How long does it take to complete the investigation?

The average investigation takes from 30 days to 6 months to complete. This would depend on the complexity of the case, the availability of witnesses, and the involvement of other agencies, such as the State Attorney's Office.

# How to Commend a Member for a Job Well Done?

Members of the High Springs Police Department make every effort to perform their duties in a fair, competent, and professional manner. Many members surpass the expectations of the public by providing exceptional service above and beyond the call of duty. If you observe a High Springs Police Department Member performing their duties in a manner you think is exceptional, then we encourage you to take a moment and tell us about it.

Our Members take great pride in being recognized by Members of the public when they have performed their duties in an exceptional manner. Positive citizen commendations improve Member morale and encourage all Members to work harder to improve their individual performance and the quality of the services they provide to the public. If you would like to tell us about the exceptional service that you received, or you observed being done for someone else, you may choose to complete the Citizen Commendation/Complaint Form or write to the Chief of Police at the address provided above. Please accept our sincere gratitude for sharing your experience with us!

## Termination From the Department Is there any risk in making a complaint against a Member of the Police Department?

No, unless you deliberately make a false complaint against any Police Department Member, then you may be prosecuted criminally and/or be held civilly liable.

**Please read:** It is against Florida law to knowingly make a false complaint against any Member of the High Springs Police Department. Florida State Statute 837.06 reads as follows: "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his or her official duty shall be guilty of a misdemeanor of the second degree." What rights do Police Officers have when a complaint is made against them? Officers are protected by the Police Officer's Bill of Rights pursuant to Florida State Statute Chapter 112 and their Collective Bargaining Agreement. Both provide that the Officer shall not be subjected to harassment, intimidation, or threats from Supervisors. Officers have a right to counsel or union representation during the investigation.

[View All FAQ's](#)