

- **THE INVESTIGATIVE PROCESS**

Other than complaints that are immediately resolved, every complaint of misconduct by an employee is investigated.

Upon receipt of a complaint, the appropriate Troop or District Commander will send a letter acknowledging receipt of a complaint and provide his/her contact information.

The Troop or District Commander will assign an investigator who may conduct a preliminary inquiry by telephone, mail, or in person to clarify specific issues.

Complaints of a routine nature are generally assigned to the employee's supervisor or commander. More serious or complex matters are normally assigned to the Department of Highway Safety and Motor Vehicles Office of the Inspector General for investigation.

The investigator will attempt to contact the complainant, the accused employee, and witnesses; examine all physical evidence; review pertinent reports and records; and thoroughly document the facts surrounding the incident.

Upon completion, the investigator's report is submitted to the Department for review.

Disciplinary action is initiated as appropriate.

- **RESOLVED COMPLAINTS**

Some complaints may be resolved at the time they are made. For example, an explanation

that the law requires (or allows) an employee to perform certain acts may satisfy the complainant. Such complaints may be marked resolved and require no further investigation; however, the complaint form will still be forwarded to the Troop or District Commander to be filed.

**Florida Highway Patrol
Troop Headquarters**

Troop	Telephone Number	Location
A	850-873-7020	Panama City
B	386-754-6270	Lake City
C	813-558-1800	Tampa
D	407-737-2300	Orlando
E	305-470-2500	Miami
F	941-751-7647	Bradenton
G	904-695-4000	Jacksonville
H	850-410-3046	Tallahassee
I	850-617-2280	Tallahassee
J	561-357-4230	Lake Worth
K	407-532-6797	Ocoee
L	561-357-4121	Lake Worth

Please contact the local Florida Highway Patrol station in your area if you have any questions concerning these procedures. State office hours are Monday through Friday, 8:00 AM to 5:00 PM.



<http://www.flhsmv.gov/fhp>

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FLORIDA HIGHWAY PATROL



COMPLAINT RESOLUTION PROCESS

Department of Highway Safety
and Motor Vehicles

*Our Mission:
A Safer Florida*

- **PURPOSE AND INTENT**

Society has a right to expect that those who are vested with the responsibility of enforcing the laws of this State, as well as other Division employees, will adhere to an appropriate standard of professional and individual conduct necessary to maintain the respect, confidence and cooperation of its citizens.

As we recognize the rights of all citizens, citizens should recognize that FHP employees must be free to exercise their best judgement in taking necessary and reasonable action in the performance of their duties without fear of reprisal.

FHP has adopted specific complaint procedures to ensure that fair and proper action is taken when an employee is accused of misconduct. This system protects employees from unwarranted or false accusations; while providing a means of identifying and correcting deficiencies in policies, procedures, supervision, or training.

- **COMPLAINT PROCEDURES**

Who may file a complaint?

Any citizen (including FHP employees) may file a complaint. Normally, the person most directly affected by the alleged misconduct should file the complaint. For example, a driver who believes a Trooper's actions toward them were rude should file the complaint, not a passenger in the vehicle who witnessed the behavior. Exceptions

include a parent filing a complaint for a minor child or other similar situations.

How can I file my complaint?

Complaints may be filed in person, in writing, by email, or by telephone. Complaints should concisely and specifically describe the employee's improper conduct. For example, rather than say the employee was rude, explain how the employee was rude by providing specific words or phrases, describing the employee's tone of voice, or citing particular acts of rudeness. Identify the employee as much as possible. It is helpful to provide the employee's name, ID number, patrol vehicle license number, and the date, time, and location of the incident. If available, include the names, addresses, and telephone numbers of all witnesses.

To whom should I submit my complaint?

Normally, a complaint is referred to a supervisor; however, all FHP employees are required to accept a complaint if a supervisor is not immediately available to assist you.

When may complaints be made?

You may file your complaints at any time. Office hours and telephone numbers are listed at the back of this pamphlet. Additionally, you should file your complaint within a reasonable time after the incident occurred to help ensure evidence is still available and recollections of the event are fresh.

What constitutes a complaint?

The complaint resolution process is established to identify misconduct by FHP employees. This encompasses violations of laws or FHP policy and procedures. A disagreement with a policy or law or the application of a policy or law is **not considered a "complaint,"** and is normally referred to the commander most directly involved with the policy or law in question.

Does filing a complaint affect present or future charges against me?

All charges or legal issues are decided by the appropriate court. The investigation of your complaint will focus on the conduct of the employee, not the charges against you. Therefore the charges against you are a separate issue which you will have to resolve in court. Employees are prohibited from retaliating against a complainant for filing a complaint against them.

Can I make an anonymous complaint?

Supervisors are assigned to conduct an inquiry when an anonymous complaint is received to determine if any basis exists for the complaint. Inquiries are less likely to reveal all of the facts surrounding an incident when the investigator is deprived of the opportunity to contact the complainant. We strongly encourage persons having concerns to provide their name and contact information to facilitate the inquiry.