

A report is prepared with the sworn, recorded statements of the complainant, witnesses, and accused employees. Additional evidence and documents are included in the report which is evaluated by the Professional Standards Commander for thoroughness and objectivity. Within 45 days, the report is presented to the Chief of Police who reviews it and decides whether the complaint is sustained, unfounded, exonerated, exonerated due to policy failure or unsubstantiated. All cases remain confidential until a final disposition.

If the allegation is sustained, the second phase of the process is to decide on disciplinary action which ranges from remedial training, reprimand, transfer, suspension, demotion to termination. The employee and the complainant are notified of the case finding.



## How To File A Complaint

It is the policy of the Jupiter Police Department to investigate all complaints made against its employees regardless of the source of such complaints.

This policy will include the investigation of alleged or suspected violations of laws, ordinances, and Department/Town policies, procedures, orders, or rules and regulations

You may place a complaint in person, by phone, or by mail, but it is the preferred policy that individuals identify themselves. Anonymous complaints do not carry the same weight as a known complainant since employees have the same rights as other citizens to confront their accusers. However, anonymous complaints are accepted at the discretion of the Chief of Police.



**561-746-6201**

**Jupiter Police Department**  
210 Military Trail ♦ Jupiter, Florida ♦ 33458

## Commendation or Complaint

**Your Response to  
Your Police Department**



**Jupiter Police Department**  
Chief Frank J. Kitzerow

**THE JUPITER POLICE DEPARTMENT  
IS DEDICATED TO CREATING A  
SAFER ENVIRONMENT AND  
PROVIDING RESPONSIVE POLICE  
SERVICE THROUGH AN AGGRESSIVE  
PROBLEM-SOLVING PARTNERSHIP  
WITH THE COMMUNITY. WE WILL  
ADAPT TO THE CHANGING FUTURE  
WHILE MAINTAINING OUR  
TRADITIONAL PROFESSIONALISM TO  
ACHIEVE OUR COMMITMENT. WE  
WILL PROVIDE EQUALLY TO ALL  
PEOPLE SENSITIVE, FAIR,  
COURTEOUS SERVICE WHICH  
RESPECTS EACH INDIVIDUAL'S  
DIGNITY**

**CITIZEN INVOLVEMENT IS VITAL TO  
MANAGING ANY PUBLIC AGENCY.  
COMMUNITY MEMBERS' FEELINGS  
ABOUT POLICE SERVICE ARE  
EVALUATED THROUGH  
COMMENDATIONS, SUGGESTIONS,  
AND COMPLAINTS. THIS BROCHURE  
OUTLINES THE BASIC INFORMATION  
NECESSARY FOR YOU TO LET THE  
DEPARTMENT KNOW YOUR OPINION**



**ABOUT THE QUALITY OF THE JUPITER  
POLICE SERVICE.**

## **Recognition**

It is the policy of the Jupiter Police Department to recognize employees for exemplary performance of their duties through the formal use of commendations. There are various categories of commendations: written acknowledgement (letters of recognition), departmental awards, and community-sponsored awards.

Numerous letters of recognition and phone calls are received each year by citizens to express gratitude for a job well done. You may compliment an employee by letter or phone call, but a letter is preferred since it can be posted prominently within the police department and then be placed in the employee's personnel file.

# **The Complaint Procedure**

The purpose of reviewing complaints is to ensure the continued confidence of the community by upholding the integrity of the police department. The complaint procedure provides citizens with a way to make legitimate complaints regarding police employees. It also protects employees who perform their job in a reasonable, lawful, and impartial manner from false or unwarranted accusations.

Every complaint, regardless of its nature, will be vigorously and impartially investigated. It is departmental policy that complaints be handled at the lowest appropriate organizational level and as quickly as possible. Minor breaches of regulations are assigned to the accused employee's supervisor. He/she will contact you by phone or in person. Upon completion, they are also reviewed by the Professional Standards function. Many times, complaints can be resolved at this level. However, traffic citations, certain legal issues, or arrests that have not been adjudicated, must await the decision by the judge.

More serious violations are assigned to the Professional Services function. Fact finding investigations of alleged improper or illegal conduct by employees are conducted by Professional Standards investigators.