



## Commendation

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

The police department sponsors a Medal of Valor for officers who distinguish themselves by an act of conspicuous bravery while consciously facing imminent, life-threatening peril. The Meritorious Service Award is presented to employees who demonstrate exemplary service of great importance to law enforcement.

Hundreds of letters of recognition and phone calls are received each year, by citizens expressing their 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 police headquarters and placed in the employee's personnel file.



For further information please contact:

**St. Petersburg Police Department  
Office of Professional Standards  
1301 First Avenue North  
St. Petersburg, FL 33705  
727-893-7596**

It is the policy of the St. Petersburg Police Department to provide an environment for its employees and the citizens it serves that is free from discrimination and harassment.

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[police.stpete.org](http://police.stpete.org)

This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (727) 893-7345 (Voice) or 711 for the Florida Relay Service or email the ADA Coordinator at [lendel.bright@stpete.org](mailto:lendel.bright@stpete.org). Please allow 72 hours for your request to be processed.

# COMPLAINT OR COMMENDATION

Building Trust Between the Police  
and the Citizens We Serve



## Office of Professional Standards

St. Petersburg Police Department  
1301 1st Avenue North  
St. Petersburg, FL 33705

[police.stpete.org](http://police.stpete.org)



## Committed to You

The St. Petersburg 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 values of integrity and professionalism. To achieve our commitment, we will provide, equally to all people, sensitive, fair, and 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 St. Petersburg police service.

## Complaint

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, if it appears there could be a violation of department policy or procedure, 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, these complaints are reviewed by the Office of Professional Standards. 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 of a judge.

More serious violations are assigned to the Office of Professional Standards. Fact finding investigations of alleged improper or illegal conduct by employees are conducted by detectives. A report is prepared with the sworn, recorded statements of the complainant, witnesses, and accused employees.

Additional evidence or documents are included in the report which is evaluated by an Office of Professional Standards supervisor for thoroughness and objectivity. When completed, the report is presented to the Chief of Police who reviews it and decides whether to convene a command review board.

All cases remain confidential until a final disposition. If the allegation is sustained, the second phase of the process is to decide on corrective action which ranges from remedial training, reprimand, transfer, suspension, demotion, or termination. The employee and the complainant are notified of the case finding.

## How to File a Complaint

You may file a complaint in person, by phone, or by mail. It is preferred that individuals identify themselves. Anonymous complaints do not carry the same weight 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.

