
COMMENDING SUPERIOR PERFORMANCE

If you wish to commend the actions of any Pembroke Pines Police Department officer or employee you may:

- Ask to speak to the employee's supervisor and verbally communicate your praise.
- Write a letter or e-mail to the Chief of Police explaining your praise.



Correspondence complimenting superior performance by a Pembroke Pines Police Department employee will be brought to the employee's attention. In addition, it will be placed in the employee's personnel file.

Your compliments regarding our employees are greatly appreciated. Comments regarding the professionalism and outstanding service department employees provide are always welcome.

COMPLAINTS

It is understood that a law enforcement agency cannot be successful in the administration of justice without the support of the community it serves.

To establish mutual trust, both citizens and Police Department employees must be assured that a fair and impartial system exists to thoroughly investigate and properly resolve complaints of misconduct.

In a continuing effort to provide the best possible law enforcement service to the citizens of the City of Pembroke Pines, the Pembroke Pines Police Department is providing the community with this information explaining how citizen complaints are made, investigated and resolved.

INTERNAL AFFAIRS UNIT

The Internal Affairs Unit is responsible for investigating complaints and allegations of improper conduct made against employees of the Pembroke Pines Police Department. The Internal Affairs Office is located at:

City of Pembroke Pines Police Department
9500 Pines Boulevard
Pembroke Pines, Florida 33024
Telephone 954-436-3280
Office Hours Monday-Thursday 8:00 am-6:00 pm

During non-business hours, complaints may be directed to any on-duty supervisor. If the complaint is of a serious nature, Internal Affairs investigators are available on a call out basis 24 hours a day.

Should a citizen be unable or unwilling to come to the Internal Affairs Office, an investigator may arrange to meet the complainant at another location. A complaint may also be initiated by a letter.

THE COMPLAINT PROCESS

Serious complaints, such as criminal misconduct or brutality, are investigated by Internal Affairs. Less serious complaints, such as discourtesy and unprofessional conduct, will normally be investigated by the employee's supervisor. A complainant may be required to give a sworn statement and requested to take a polygraph examination. Florida Law requires that the complainant's name be provided to the police officer under investigation.

The following steps are taken in the investigation of your complaint:

1. The complaint is received, generally in the form of a signed affidavit or sworn statement.
2. The complaint is reviewed by the Chief of Police or his designee. If minor in nature, it

is investigated by the employee's supervisor. All complaints of a serious nature are assigned to an Internal Affairs Investigator.

3. The complaint is thoroughly investigated. Formalized findings are reviewed by the Chief of Police or his designee.
4. The complainant and employee are informed of the findings.
5. The employee may request a hearing if discipline is imposed.

YOUR RIGHTS AS A COMPLAINANT

Any Citizen who believes a Police Department employee is guilty of misconduct has the right to make a complaint to any on-duty supervisor or directly to Internal Affairs.

Once the complaint has been investigated, the citizen has the right to know the results. If the citizen is not satisfied with the disposition of the investigation, an appeal can be taken to:

- The Chief of Police or his designee
- The Broward County State Attorney's Office
- The Florida Department of Law Enforcement
- The Federal Bureau of Investigations



FALSE COMPLAINTS

False complaints are sometimes made against Police Department employees. Citizens should be aware that making a false statement or written declaration under oath may be a violation of Florida State Statute.

The Pembroke Pines Police Department believes that a fair and impartial complaint review process is necessary to ensure that the community received the highest degree of professional law enforcement service. If it becomes necessary to make a complaint, you can be assured of a fair and thorough investigation.

QUESTIONS OR RECOMMENDATIONS

The Pembroke Pines Police Department is committed to providing the best police service possible. Citizen cooperation and input is essential if the department is to succeed in this goal. If you have any questions or recommendations on how the department can improve your police service, you can:

- Call the Chief of Police
954- 431-2466
- Call the Operations or Administration Bureau Major
954- 436-3200
- Call the Investigations Division Captain
(If the matter concerns investigations)
954- 431-2225

Pembroke Pines Police Department

Employee Commendation or Complaint Brochure



Kipp M. Shimpeno
Chief of Police

9500 Pines Boulevard
Pembroke Pines, Florida 33024
954-431-2200