

Commitment to Excellence

The Lakeland Police Department is dedicated to providing excellent police service to all citizens mirroring our core values. Employees are carefully selected and trained to provide this service to the community.

This brochure is intended to provide information to all citizens who wish to commend a department member, express a concern or register a complaint in regards to the conduct or actions of any Lakeland Police Department employee.

Respect

Integrity

Teamwork

Excellence

CITY OF

Lakeland

POLICE DEPARTMENT

**Larry Giddens
Chief of Police**

Contact Us

@



www.lakelandgov.net/lpd

219 N. Massachusetts Avenue
Lakeland, Florida 33801

Station Duty Desk
(863) 834-6929

Office of Professional Standards
(863) 834-6925



COMMENDATION AND COMPLAINT PROCEDURE

COMMENDATIONS,

COMPLAINTS &

CONCERNS

How do I commend a member of the Lakeland Police Department?

Lakeland Police Department employees take great pride in receiving recognition for their service to the community. If you wish to commend an officer or one of our civilian employees for their exceptional service or other positive interaction, please contact the Office of Professional Standards in the following manner:

- ◆ In person at the Lakeland Police Department
- ◆ By Phone at (863) 834-6925
- ◆ By mail at: Lakeland Police Department
Office of Professional Standards
219 N. Massachusetts Ave.
Lakeland, Florida 33801

Or complete our “Employee Commendation” form online at www.lakelandgov.net/lpd

Can I express a concern or ask questions about police procedures without filing a complaint?

Yes! There are times when citizens simply have questions or concerns about their interaction with a member of the Lakeland Police Department. Our supervisors will address your concerns and/or answer any questions about police procedures.

To discuss your concern or questions, contact the Lakeland Police Department’s Station Duty Office (863) 834-6929 or complete an online “Citizen Concern Form” on our website.

How do I register a complaint against a member of the Lakeland Police Department?

A citizen’s complaint, and its subsequent investigation, causes the Department to examine the service that we provide to our community and to make necessary improvements in the delivery of those services.

Complaints can be registered at the Police Department or City Hall. Complainants are asked to complete a Citizen Complaint Form that includes a sworn statement of the facts known at the time the complaint is registered.

Citizen Complaint Forms are available as follows:

- ◆ In the lobby of the Police Department or City Hall
- ◆ Sent via U.S. Mail upon request.
- ◆ Online at www.lakelandgov.net/lpd

You may contact the Office of Professional Standards directly at **(863) 834-6925** or any department member at **(863) 834-6900** with additional questions as to how to register your complaint.

Anonymous complaints are accepted with the understanding that a follow up investigation is more difficult when the complainant is unknown.

What is the investigative process?

Once received, a complaint is forwarded to the Office of Professional Standards (OPS) and issued a case file number. The complaint is assigned to an (OPS) investigator or the employee’s supervisor for a thorough investigation. An investigation into a citizen complaint is normally completed within 30-60 days. In the event circumstances warrant an extension, the complainant will be notified. Both the citizen registering the complaint and the affected employee will be notified of the finding and final disposition of the investigation upon its conclusion.

Investigations of Officers are conducted under stringent guidelines of the Florida Police Officers’ Bill of Rights, Florida Statute 112.531-535 and the Police Union’s Collective Bargaining Agreement.

What if a complaint turns out to be false?

The Lakeland Police Department assumes and expects that citizens will not register frivolous, vindictive or false complaints against employees who have properly performed their duties. Florida State Law prohibits the intentional filing of a false police report to law enforcement personnel and/or providing a false statement under oath in an official proceeding.

However, if a complaint is made on good faith belief of the truth and the department member is exonerated, the matter will be considered closed.