

How to File a Complaint or a Commendation



Integrity

Honesty

Character

Tel: 941-639-2101
Emergency Dial 911

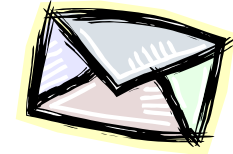
A proper relationship between the Charlotte county Sheriff's Office and the citizens of Charlotte County, fostered by confidence and trust, is essential to law enforcement.

The public has the right to expect efficient, fair and impartial treatment. Therefore, any misconduct by members of the Office must be thoroughly investigated and adjudicated.

The complaint system and disciplinary procedure subject the member to corrective action, if warranted. It also protects the member from criticism when they properly perform their duty.



Internal Affairs
can be reached
Monday through Friday,
8am to 5pm at
575-5283.



To file a complaint by mail:

Write a letter detailing the specifics of your complaint, your name address and phone number, and address it to the attention of :

CCSO Internal Affairs
7474 Utilities Rd.
Punta Gorda, FL 33982

We will contact you to confirm receipt.



To file a complaint by phone or in person:

Call your nearest district office (listed on next page). Ask for a supervisor to document your complaint on a Citizen's Complaint Form. It will be submitted for you.

You may call the Internal Affairs Office directly if you prefer. If you leave your name and number, we will call to confirm receipt. Anonymous complaints will be accepted.



To file a complaint by computer

Email the specifics of your complaint to **internalaffairs@ccso.org**. If you include your name and number or email address, we will contact you to confirm receipt. Anonymous complaints will be accepted.

Our Locations

District One

Englewood, Gulf Cove, Rotonda

6868 San Casa Drive
Englewood, FL

941-475-9005

District Two

Port Charlotte, Murdock, Charlotte Harbor

3280 Tamiami Trail
Port Charlotte FL 33952

941-258-3900

District Three

Punta Gorda, Cleveland, South County

7474 Utilities Road
Punta Gorda, FL 33982

941-575-5379

Internal Affairs Office

William Reilly Administrative Offices
7474 Utilities Road
Punta Gorda, Florida 33982

941-575-5283

Our Internal Affairs investigators are experienced, respected supervisors who have the trust of the people they serve and the Sheriff of Charlotte County. They are highly trained investigators and instructors. They have received advanced training in the unique field of Internal Affairs Investigations, and Ethics.

About Complaints....

While we encourage citizens to report legitimated complaints of misconduct, we also assume and expect that frivolous, vindictive or false complaints will not be filed against members who have properly performed their duties. State Law forbids the intentional filing of a false report to law enforcement and also prohibits anyone from lying under oath.

All complaints will be thoroughly investigated and the complainant, the accused and all witnesses interviewed under oath. A final report is prepared containing all the facts of the case, interviews and documented evidence. The report will present an unbiased picture of the incident and will not reflect the opinion of the investigator. This permits a supervisor to make a fair recommendation based on facts that can be proven and verified.

The report is forwarded through the chain of command for review and recommendation. The Sheriff has the final say on all disciplinary actions. In all cases, the complainant and accused member are notified of the final disposition of the complaint.

DISPOSITION

UNFOUNDED-

- Allegation is false or not founded.

EXONERATED-

- Incident occurred, but actions were lawful and proper.

NOT SUSTAINED-

- Insufficient evidence to either prove or disprove the allegation.

SUSTAINED-

- The allegation did occur.

EXONERATED- POLICY FAILURE

- Investigation concludes allegation true but actions are consistent with policy.

Commendations

Have you had a positive experience interacting with the Charlotte County Sheriff's Office or any agency member?

The Sheriff would like to hear about it!

Letters recognizing members for their actions or services are forwarded to the Sheriff. It is the policy of the Office to recognize members formally through the use of commendations. Your letter may qualify a member to receive a formal commendation. Your feedback is always important to us!

Send a letter to the Sheriff at the address listed below or e-mail him at : Sheriff@ccso.org



**CHARLOTTE
COUNTY
SHERIFF'S
OFFICE**

William Reilly Administrative Offices
7474 Utilities Road
Punta Gorda, Florida 33982

E-mail: sheriff@ccso.org