



# GREEN COVE SPRINGS POLICE DEPARTMENT

Chief Derek S. Asdot  
1001 Idlewild Avenue  
Green Cove Springs, FL 32043 (904) 297-7300



## Citizens Complaint Form

It is the policy of the Green Cove Springs Police Department (GCSPD) to investigate any, and all, allegations and complaints of misconduct against a member of the police department.

If you have a concern about the actions taken by a member of the Green Cove Springs Police Department you may utilize any of the options, outlined below, to make us aware:

1. You may complete this form and submit it to the police department (in person, by mail or via email).
2. You may contact us directly at the Green Cove Springs Police Department, located at 1001 Idlewild Avenue in Green Cove Springs, Florida 32043 and file your complaint in person.
3. You may use a letter sent via official mail service.
4. You may contact us by telephone at 904- 297-7300 (You should ask to speak with a supervisor. If a first-line supervisor is unavailable, you may ask to speak with a Division Commander).
5. You may contact the Department via fax at 904-284-1436.
6. You may inform us via the various GCSPD social media platforms.
7. You may contact us via email at [info@gcspd.com](mailto:info@gcspd.com).

Citizen complaints may be filed anonymously; however, if there are no investigative leads (i.e., witnesses, names, contact information, dates, or times) it may be difficult to conduct a thorough investigation into the allegations.

Upon receipt of a citizen complaint, a member of the Department will contact you to acknowledge receipt. The person receiving your complaint may ask you to provide as much information as possible, or for additional information regarding the incident. If you were involved in or witnessed the incident, it may be important that a written statement be obtained from you. If you have a concern that stems from an arrest or citation issued to a family member or yourself, it may not be investigated until the legal matter has been settled through court proceedings.

A citizen complaint may be investigated in one of two ways, depending on the seriousness of the allegations. It will either be forwarded to the member's supervisor for inquiry or to Internal Affairs (more serious allegations) for investigation. Formal investigations pertaining to misconduct require investigators to contact all available witnesses, including police officers, examine any relevant physical evidence and gather all information pertinent to each allegation made in the complaint. Upon completion of the investigation, the Chief of Police will review the finding in each case. The five possible findings in misconduct investigations are:

**Unfounded** - When the investigation discloses that the alleged acts did not occur or did not involve department members. Complaints that are determined to be frivolous will fall within the classification of unfounded.

**Exonerated** - When the investigation discloses that the alleged act occurred but that the act was justified, lawful and/or proper.

**Not Sustained** - When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the member.

**Sustained** - When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

**Policy Failure**- When the member's misconduct was in-line with existing policy or there was no policy which addressed the incident. The investigation reveals policy changes are recommended.

At the completion of a member misconduct investigation, you will be notified in writing of the findings. When a finding of “Sustained” is determined, corrective action will be taken. The type of corrective action imposed is subject to the provisions of the City of Green Cove Springs Charter and the Green Cove Springs Police Department’s Policy and Procedure Manual. Discipline may include training, counseling, and action up to and including termination. If your complaint is sustained and punitive discipline is imposed, the member has appeal rights. Therefore, you may be required to testify at one or more administrative proceedings.

While the Green Cove Springs Police Department is committed to processing valid citizen complaints against any department member, we are also cognizant that some individuals may make a false complaint against a police department employee. We want to caution any citizen making a false allegation that you may find yourself criminally charged under any of the following Florida State Statutes:

*Florida Statute 837.06 False Official Statements.*

*Florida Statute 837.012 Perjury When Not in a Official Proceeding.*

*Florida Statute 837.02 Perjury in Official Proceedings.*

*Florida Statute 837.021 Perjury by Contradictory Statements.*

Your valid concerns and criticisms help us become a more trusted and professional law enforcement agency. At the same time, a thorough and impartial investigation procedure helps protect employees from unwarranted charges when they perform their duties properly.

**GREEN COVE SPRINGS POLICE DEPARTMENT**  
**Citizens Complaint Form / Incident Information**

Method of Complaint: **In Person**  **Telephone**  **Email**  **Other** \_\_\_\_\_

Complainant's Name: \_\_\_\_\_ D.O.B. \_\_\_\_/\_\_\_\_/\_\_\_\_

Home Address: \_\_\_\_\_ City/State: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

**INCIDENT INFORMATION**

Location of Incident: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Approximate Time of Incident: \_\_\_\_\_ Name of Incident Witness: \_\_\_\_\_

Nature of Incident:

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(IF MORE SPACE IS NEEDED, USE STATEMENT FORM)

*By my signature, I hereby swear or affirm that to the best of my knowledge, the above statement(s) made by me are true and correct:*

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name of Signature Witness: \_\_\_\_\_

Receiving Member/I.D. #: \_\_\_\_\_ Date/Time Received: \_\_\_\_/\_\_\_\_/\_\_\_\_ ( : )

# GREEN COVE SPRINGS POLICE DEPARTMENT

## Citizens Complaint Form / Notice and Disposition

**(Official Use Only)**

Recommended: **Supervisor Review**  **Internal Affairs**  **I.A. #** \_\_\_\_\_

Involved Member(s)/I.D. #: 1) \_\_\_\_\_  
 2) \_\_\_\_\_  
 3) \_\_\_\_\_  
 4) \_\_\_\_\_

Member I.D. #	POSSIBLE VIOLATION	LEVEL 1 / LEVEL 2/ UNKNOWN	DISPOSITION

**(Depositions for Internal Affairs Investigations (I.A.'s) must be detailed in the Administrative Investigation Report)**

Assigned Investigator or Supervisor: \_\_\_\_\_

Supervisor's Signature/I.D. #: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Supervisor's Signature/I.D. #: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Admin. Commander's Signature/I.D. #: \_\_\_\_\_ Date Reviewed : \_\_\_\_/\_\_\_\_/\_\_\_\_

Chief of Police Signature/I.D. #: \_\_\_\_\_ Date Reviewed : \_\_\_\_/\_\_\_\_/\_\_\_\_