



A Message from the Chief of Police

In order to be recognized as a “Leading Force in Professional Law Enforcement,” the Hollywood Police Department realizes our foundation is built on integrity, accountability and efficiency. These core values are accentuated by our ability to impartially evaluate the services we provide to the community. Governed by Florida State Statutes, the Internal Affairs Unit is authorized by the Office of the Chief of Police to thoroughly investigate allegations against Members of the Hollywood Police Department.

This brochure is part of our continuous effort to meet the needs of our community. As a Professionally Accredited Agency, the Hollywood Police Department is constantly striving to improve services rendered to our citizens. Our intention is to help you understand the operations of the Internal Affairs Unit along with the process to file a complaint.

Through this process, we are striving to build community trust and to enhance the quality of life for Hollywood residents and our visitors.

Chief of Police
Hollywood Police Department
3250 Hollywood Boulevard
Hollywood, Florida 33021

Important Phone Numbers

- Chief’s Office954-967-4300
- Criminal Investigations954-967-4411
- Internal Affairs954-967-4398
- Neighborhood Team Leaders954-967-4456
- Personnel.....954-967-4372
- Police Dispatch954-967-HELP (non-emergency) 954-967-(4357)
- Property.....954-967-4620
- Public Affairs.....954-967-4314
- Records.....954-967-4481
- Traffic Enforcement954-967-4567
- Family Services.....954-967-4430

Neighborhood Network Centers:

- Liberia Network Center
2201 Raleigh Street954-921-3410
- Southeast Public Safety Facility
1511 S. Federal Highway..954-921-3362
- West Side Network Center
1109 N. 69th Way954-921-4335

Additional Numbers:

- BSO Main Jail.....954-831-5900
201 SE 6th Street
Ft. Lauderdale, Florida

www.hollywoodpolice.org

Hollywood Police Department



COMPLAINT BROCHURE

Chadwick E. Wagner
Chief of Police

Mission

The Hollywood Police Department continues to be recognized as a Leading Force in Professional Law Enforcement. Our purpose is to enhance the quality of life for every individual in the City of Hollywood.

Our foundation is built on integrity. We take pride in our organization and the community we serve. We are accountable to ourselves and the community while providing service with courtesy, compassion and empathy. We are committed to providing the highest quality of service to the community by always performing at our personal best. We are committed to continued progressive policing in partnership with our community.

Law Enforcement Oath Of Honor

On my honor, I will never betray my badge, my integrity, my character, or the public trust. I will always have the courage to hold myself and others accountable for our actions. I will always uphold the Constitution and the community I serve.

Internal Affairs Unit

The Internal Affairs Unit is responsible for receiving, processing, assigning and supervising the investigation of any alleged misconduct or criminal conduct against any Member of the Hollywood Police Department. The Internal Affairs Unit ensures that all allegations are investigated thoroughly and objectively.

Complaint Process

All complaints will be accepted by the Internal Affairs Unit and can be received in person, by letter, by telephone, or by e-mail. Anonymous complaints are also accepted. The Office of the Chief of Police will review all complaints and a determination will be made to assign the complaint to the appropriate immediate Supervisor or the Internal Affairs Unit for investigation. Following a thorough and impartial investigation, a disposition will be rendered based on all available factual information. The complainant will be contacted at the completion of the investigation, and will have an opportunity to discuss the disposition of the complaint.

Filing a Complaint

Step 1: Contact the Hollywood Police Internal Affairs Unit at 954-967-4398 or the Communications Center at 954-967-4357. If you prefer to mail your complaint, send it directly to the Internal Affairs Unit at the Hollywood Police Department.

Step 2: You may at any time speak with a Supervisor to initiate a complaint on any Member of the Police Department.

Step 3: Upon receipt of the complaint, you will be contacted by the investigating Supervisor or the Internal Affairs Unit. At this step you may be requested to provide a sworn statement(s), produce any evidence of allegations and/or discuss the complaint in detail.

Disposition of Complaint

All complaints are kept confidential and are not subject to public disclosure prior to the completion of the investigation. The results of all complaints are called findings and there are six classifications:

- **Sustained:** The allegation is supported by sufficient evidence to conclude the Member(s) committed one or more of the alleged violation(s).
- **Not Sustained:** There is insufficient evidence to either prove or disprove the complaint.
- **Unfounded:** Proof exists the accused Member was not involved in the incident or the incident did not actually occur.
- **Exonerated:** The incident occurred, however, the Member's actions were justified, lawful, or in accordance with Standard Operating Procedure.
- **Exonerated by Policy Failure:** The allegation is true, but the Member was acting in a manner consistent with Department policy or no policy exists covering the Member's action.
- **Sustained Violation Not Reported:** During the course of the Administrative Review or Internal Affairs Investigation, information was discovered the Member violated a written directive of the Department, City Policy, or violation of Law which was not originally reported.

Frequently Asked Questions

Who does the Internal Affairs Unit report to?

The Internal Affairs Unit answers directly to the Office of the Chief of Police.

Is there any risk in making a complaint against a Member of the Police Department?

No, unless you deliberately make a false complaint against any Police Department Member, then you may be prosecuted criminally and/or be held civilly liable.

What rights do Police Officers have when a complaint is made against them?

Officers are protected by the Police Officer's Bill of Rights pursuant to Florida Statute Chapter 112 and their labor agreement. Both provide that the Officer shall not be subjected to harassment, intimidation, or threats from Supervisors. Officers have a right to counsel or union representation during the investigation.

Questions or Recommendations

The Hollywood Police Department is committed to providing excellent Police service to our community. Citizen cooperation and input is essential for the Department to succeed in this goal. If you have any questions or recommendations on how the Hollywood Police Department can improve your Police service, please call the Office of the Chief of Police at 954-967-4300 or mail correspondences directly to the Chief of Police at 3250 Hollywood Boulevard, Hollywood, Florida 33021.

