

Questions & Answers

Q. Are all complaints investigated?

A. Yes, all formal complaints against employees are investigated provided the complaint contains sufficient factual data to warrant an investigation.

Q. Are there informal complaints?

A. Yes, there are formal & informal complaints. In an informal complaint a "Contact Report" is created. No formal statement is required from the person reporting nor from the subject employee. A supervisor meets with the employee and reviews any policy that was alleged to have been violated. The "Contact Report" is reviewed by the Chief of Police and filed with the Internal Affairs Section. It becomes part of the employees profile.

Q. What happens to my formal complaint?

A. The formal complaint is documented on a Complaint Intake Form. When received, the complaint is classified and assigned to an investigator of supervisory rank. Sworn recorded statements are taken from the complainant, all witnesses, and the subject employee (s). Upon completion, the case is reviewed and a disposition is made by the Office of the Chief.

Q. How long will it take to resolve my complaint?

A. Typically, formal complaints cases can take from 45 days to a maximum of 180 calendar days, although some investigations are more complex and may take longer. An informal complaint "Contact Report" will normally take about 30 days.

Q. Will I be notified of the findings?

A. Yes, both the complainant and the employee are notified and encouraged to contact the Internal Affairs Section to discuss the findings.

Q. Will I be able to see the completed case?

A. Yes, under Florida's Public Records Law, all completed cases become public record and are available for inspection during normal business hours.

Q. Do other agencies investigate police misconduct?

A. Yes, the State Attorney's Office and Florida Department of Law Enforcement reviews all cases involving alleged criminal misconduct. The FBI and the U.S. Attorney's Office review allegations of civil rights violations.

"Protecting Our City Beautiful"

Coral Gables Police Department
Internal Affairs Section



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Miami-Dade, FL. 33155
Internal Affairs Main Office
Not Located at the Police Department

2801 Salzedo Street
Coral Gables, FL 33134
Police Headquarters-Main Station

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Coral Gables Police Department



Edward J. Hudak, Jr.
Chief of Police

Internal Affairs Section

Coral Gables Police Department
Mission Statement

"To provide police services with honor and excellence in partnership with the people we serve."

Complaint Intake
Process

Under Florida's Public Records Law, all completed cases and annual statistical summaries of complaints and internal affairs investigations become public record and are made available for inspection during normal business hours.

Coral Gables Police Department

Mission

The Coral Gables Police Department is recognized as one of the finest law enforcement agencies in the nation. We are proud of the high quality of service we provide to the resident and visitors of Coral Gables. To maintain this well deserved reputation, we must strive for excellence. It is essential that all allegations of police misconduct are investigated thoroughly and objectively. This will assure the public that official misconduct will not be tolerated, and at the same time will provide a process whereby unjustly accused officers can be vindicated. The responsibility and authority for these investigations fall within the Coral Gables



Police Department and are vested in the Office of the Chief of Police, Internal Affairs Section.

Complaint Process

All complaints will be accepted by the Internal Affairs Section and can be received in person, by letter, by telephone, or by e-mail. Anonymous complaints are also accepted.

Contact the Coral Gables Police Internal Affairs Section at 305-460-5450 during normal business hours (8:00 am to 4:00 pm Monday thru Friday) or the main Police Department number at 305-442-1600 (24 hours a day). You may at any time speak with a Supervisor to initiate a complaint on any employee of the Police Department.

If you prefer to mail your complaint, send it directly to the Internal Affairs Section at the Coral Gables Police Department.

Upon receipt of the complaint, you will be contacted by the Internal Affairs Section and/or a Supervisor. At this time



you may be requested to provide a sworn statement (s), produce any evidence of allegations and/or discuss the complaint in detail.

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.

Edward J. Hudak, Jr.
Chief of Police

Internal Affairs Section

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