



Boynton Beach Police Department

COMPLAINT PROCEDURES AND INTERNAL INVESTIGATIONS

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Joseph DeGiulio Chief of Police		The original signed copy of this directive is on file in the Professional Standards Office	

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Related Policies/ Procedures: TB 20-05; IC 303

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I. PURPOSE

The establishment of procedures for investigating complaints and allegations of employee misconduct is crucial to demonstrate and protect the Police Department’s integrity. The purpose of this policy is to inform all employees and the public of procedures for accepting, processing, and investigating complaints concerning allegations of employee misconduct. This policy defines provisions applicable only to investigation and disposition of allegations of administrative misconduct.

II. POLICY

It shall be the policy of the Boynton Beach Police Department to investigate and maintain records of all credible complaints filed against employees of this department. The Boynton Beach Police Department has the responsibility to provide an objective and impartial method of investigating complaints of inappropriate behavior, allegations of misconduct by employees, and/or inadequate police service delivery so as to determine the validity of the allegations and to impose any appropriate corrective actions that may be justified in a timely and consistent manner. This policy defines the procedure for accepting, investigating, and determining the disposition of complaints.

III. DEFINITIONS

- A. Complaint: An allegation of misconduct against a member(s) of the department or that expresses concern about services provided by the employee. These allegations may be submitted from both another department member and the public.
- B. Complainant: Any individual who makes an allegation of misconduct against the department or a member of the Boynton Beach Police Department.
- C. Administrative Investigation: An internal investigation conducted in response to a complaint with the goal of impartially determining whether an employee violated department policy.
- D. Garrity Warning: By invoking the Garrity warning, the member is invoking his or her right against self-incrimination. The Department assumes that a member invokes his/her Garrity rights, absent a clear and unmistakable waiver or in the context of a statement provided as part of a criminal investigation. Any statements made after invoking Garrity may only be used for department investigation purposes and not for criminal prosecution purposes. Exception: If an individual is untruthful when giving the compelled statement, Garrity does not provide any additional protections to the member for the consequences of lying in an administrative investigation. Having given the warning does not prohibit an employer from taking severe administrative action including termination.
- E. Supervisory Investigation: Defined as an allegation of misconduct on the part of a department employee that is assigned to the employee's division commander for investigation. Typical complaints may include, but not be limited to, discourtesy, traffic violations, violations resulting from inspections/audits and other matters.
- F. Law Enforcement Officer's Bill of Rights (LEBOR): This term refers to Florida State Statute 112 sections 531 – 535. The statute identifies the rights of law enforcement officers whenever they are under investigation and subject to interview by members of their department for any reason, which could lead to disciplinary action, demotion, or dismissal. Officers are encouraged to refer to Florida Statute 112.
- G. Recording: Any type of electronic device that retains audible comments or statements to include, but not limited to, digital recorders and video cameras. Recording may also be any written statements by witnesses or any alleged violator in an investigation.
- H. Representative: An individual who appears with the employee who is under investigation during an interview providing support and advice to the member. This individual may be a department employee, member of the Florida Bar, or any other adult. The representative is prohibited from interfering with the interview, but he/she will be permitted to consult with and advise the subject employee prior to any questioning. The representative will have the opportunity to comment at the end of the interview.
- I. IAPRO: A software used to store, manage and track all complaints, responses to resistance, discharges of firearms, motor vehicle crashes, and any other employee performance matter designated by the Chief of Police.
- J. Misconduct: Commission, or omission, of any act constituting a violation of federal, state, county, or local laws, or ordinances. Also, a violation of any department or City Rule, Regulation, Policy, or Procedure.
- K. Blue Team: A software reporting system used to document the supervisory review of certain designated incidents, complaints on employees, and employee performance. Incident Reviews include, but may not be limited to, vehicle crashes, pursuits, Responses to Resistance, and others as designated by the Chief of Police.
- L. Admit and Move On/ Accepts Full Responsibility – Applicable to Only Situations Resulting in Training/Counselings or Written Reprimands (Not Suspensions or Major Discipline, as Listed in CBA). Member agrees violation occurred and command staff administers training or discipline in the form of written reprimand. If the member accepts these terms, then he/she is waiving the right to appeal the disposition.

IV. INVESTIGATIONS

All Administrative and Supervisory Investigations are performed under the authority of the Chief of Police. The management responsibility of the Internal Affairs Unit is assigned to the Chief of police. The final authority to exonerate, declare unfounded, not sustain, sustain, or declare policy failure on any complaint rests solely with the Chief of Police. The final authority regarding the imposition of discipline rests with the Chief of Police or (depending on the discipline's severity) the City Manager, unless otherwise stated in an applicable Collective Bargaining Agreement (CBA) or personnel policy.

Internal Affairs does not make recommendations as to discipline relative to an investigation. The Internal Affairs Unit does not investigate all allegations of misconduct, as the Division Commander or their designee shall be assigned to investigate certain incidents of misconduct and/or performance. Examples of infractions handled at the division level may include, but not be limited to, situations that warrant only verbal or written counseling or remedial training. Supervisors are required to contact the Internal Affairs Unit for guidance in matters regarding employees' past performance and conduct issues, as well as discipline.

A. The primary functions of the Internal Affairs Unit include:

1. To ensure the documentation of all complaints, allegations of misconduct and performance deficiencies. They are responsible for the tracking and oversight of all investigations to ensure they are conducted in compliance with Department policy and the Law Enforcement Officer's Bill of Rights (FSS 112) when applicable.
2. To investigate any complaints and allegations of misconduct by employees of the Boynton Beach Police Department authorized by the Chief of Police. The responsibilities of the Internal Affairs investigator are to conduct a complete investigation of assigned incidents and to prepare reports that document the facts of the case.
3. Assure a fair and impartial investigation is conducted in accordance with those rights and privileges enumerated in Florida Statutes, including the Law Enforcement and Correctional Officer's Bill of Rights, any applicable collective bargaining agreements, and any other applicable rules, regulations, and/ or law.
4. Maintaining liaison with the State Attorney's Office regarding criminal allegations against BBPD employees.
5. Maintain an Early Warning tracking history of each member-involved designated incidents, based on the direction of the Chief of Police.

B. Notifications

During certain critical incidents, a member from the Internal Affairs Unit may respond and observe the primary case officer's investigation and begin a completely separate but parallel internal, non-criminal investigation. The Watch Commander and/or designee will notify the Internal Affairs Supervisor, who upon reviewing the facts related to the incident, will determine whether an Internal Affairs Investigator will respond.

1. Critical Incidents to notify Internal Affairs include:

- a. A Firearm discharge involving a member or a Department weapon.
- b. Any employee that is arrested or suspected of a crime.
- c. Baker or Marchman Act of any department employee.
- d. Allegation of excessive force.
- e. Pursuits involving serious bodily injury or death.
- f. In custody death.

V. ACCEPTANCE AND FILING OF COMPLAINTS

A. Types of Complaints: CFA 2.06

1. Complaints may be received in person, over the telephone, via the BBPD website, social media, letter, or in general correspondence. Third-party complaints will be handled on a case-by-case basis.

2. Anonymous complaints may be accepted for investigation. Although officers are entitled to the name of the complainant; the Chief of Police will be listed as the complainant of record. Whenever possible, all identifiable witnesses should be interviewed via a recorded statement prior to the subject officer, with witness(es)' refusal to participate documented in the file.

Note: Should a complainant decline to sign the BBPD Complaint form, the supervisor/employee shall write "refused" on the line designated for the complainant's signature. The supervisor shall then forward the complaint form to the Internal Affairs Unit and attach a copy to the blue team entry.

B. Employee Initiated Complaints:

Any employee of the department may receive a complaint of alleged misconduct by a member and enter into Blue Team – Incident Type Complaint. Citizen Complaint Forms are also available within the records department and located within the department templates. Whenever possible, the complaint should be immediately referred to the on-duty supervisor or Office of Internal Affairs, if appropriate and as determined by the Chief of Police, for initial review.

Members shall not discuss the receipt of a complaint against department members with anyone other than the supervisor unless the member becomes part of the investigation and is ordered to do so. If a member is aware of any violation or occurrence that meets any of the criteria of Index Code 302, Department Rules and Regulations; the member has the responsibility to immediately report the violation directly to their immediate supervisor or any command personnel CFA 20.01

C. Complaint Handling: CFA 2.06

1. Upon receipt of an internal complaint or one from the public, the supervisor or higher-ranking personnel shall contact the complainant within 48 hours.
2. All complaints and allegations against an employee of the Boynton Beach Police Department shall be documented. If a complaint is received by a supervisor in the field, the supervisor shall conduct a preliminary assessment to determine if grounds exist to conduct an administrative investigation. This preliminary assessment may include interviewing the complainant and/or any witnesses to the alleged misconduct, requesting that such interviews be recorded and documenting their refusal to participate in such recorded statements.
 - a. If the inquiry finds that agency policy and procedures have been followed, the supervisor shall explain to the complainant any investigative steps that were taken by the agency, together with the relevant findings and conclusions. The supervisor should explain agency procedures, a misunderstanding of which may have precipitated the complaint.
 - b. The supervisor shall make an entry into Blue Team under the title "Complaint". The supervisor shall include all pertinent information in addition to investigative steps taken.
3. Once the supervisor has determined that the complainant has a viable complaint, they will enter the complaint's name, contact, phone number, email address and physical address into Blue Team.

The supervisor should inform the complainant they have the option of speaking with a supervisor, documenting a complaint via complaint form/BBPD website, and if assistance is needed, they should offer assistance to complete the form. If the complainant declined to complete the form or BBPD website, the supervisor shall document the complaint in Blue Team and forward it to the Internal Affairs Unit.
4. Upon receipt of a formal complaint, the Internal Affairs Commander will classify the complaint as an internal or external complaint. An inquiry of fact finding will be completed. Chief of Police or designee will classify the complaint as either an Administrative or Supervisory investigation. All complaints will be assigned a file number and be enter into IA PRO and or Blue Team to facilitate tracking and archiving of investigations.
5. In the event a supervisory member receives a complaint alleging excessive force, the member will determine the extent of injuries, if any, and take immediate and necessary action to preserve evidence which relates to the excessive force complaint. Example: Digital photographs will be taken of all visible and/or non-visible injuries, torn clothing, scuffmarks indicating a struggle or any other evidence, such as witness statements.
6. Should an initial investigation at any time reveal evidence of criminal conduct or potential for major discipline, the investigation shall be paused and notification made to the Office of Internal

Affairs and the Chief of Police immediately.

7. All complaints of misconduct will be documented; failure to document a complaint may result in disciplinary action, of any ranking officer.

VI. COMPLAINT INVESTIGATIONS

- A. The police department shall conduct objective and impartial investigations of all substantive complaints as follows;

1. Internal Affairs Investigations also identified as Administrative Investigation:

It is not the intent of this policy to subvert or diminish the authority of a supervisor by the intervention of an outside unit into matters concerning the behavior of a member. The Internal Affairs Unit will be assigned when a specialized unit can more effectively investigate incidents due to their complexity or severity.

Examples of categories of complaints that require investigation by the Internal Affairs Unit includes:

- a. Allegations of gross misconduct
- b. Allegations of criminal conduct
- c. Allegations requiring extensive investigation or extensive staffing
- d. Incidents resulting in actual or potential litigation against this department or employees
- e. Allegations concerning questions of moral turpitude
- f. Official misconduct
- g. Allegations of excessive force
- h. Any incident in which a member of this agency allegedly has been seriously injured or killed by the willful or deliberate act of another. Incidents in which a member of the public has been killed by an employee of this agency. Such investigations will be concerned with violations of departmental policy or procedure and conducted separately from the appropriate criminal investigation unit.
- i. Any other incident, operation or activity as directed by the Chief of Police or City Manager. (CFA 20.01)

2. Supervisory Investigations: CFA 20.01

- a. Complaints not investigated by the Internal Affairs Unit will be delegated by the Division Commander or designee to the appropriate Shift or Section Commander for investigation. Note: Supervisors must utilize the S: Drive Supervisory Investigation Template checklist. The template will provide direction and required form to be attached to all Supervisory Investigations. Generally, the following categories of complaints will be delegated to the Shift or Section Commanders:
 - i. Insubordination
 - ii. Discourtesy
 - iii. Vehicle Crash
 - iv. Pursuit policy violations
 - v. Inspection violations
 - vi. Lateness or unauthorized absence (single incident)
 - vii. Neglect of duty
 - viii. Minor infractions of the rules and regulations

Note: Supervisory investigations should be completed within ninety (90) days of the initial complaint. Any extension requires the approval of the Internal Affairs Unit Commander and documented.

b. If evidence is revealed during the course of a supervisory level investigation, which falls under section VII, subsection A of this directive, the investigating supervisor will refer the investigation and its current findings to the Division Commander via chain of command for appropriate follow-up and completion.

- B. All investigations conducted by the Boynton Beach Police Department will adhere to the following;
1. All investigations will include an interview of the complainant(s), any known witnesses and the employees involved. In addition, the investigating supervisor shall obtain and attach all available digital, physical, and documentary evidence to Blue Team.
 2. Whenever possible, complainant and witness statements should be recorded, and transcribed to written form. Request for transcription are made via Professional Standard, Office of Internal Affairs.
 3. Complainant and witness statements shall be taken at locations convenient to them as long as it is within a reasonable distance. Should the distance be excessive, consideration shall be given to recording the statement via video conferencing software such as Zoom, Microsoft Teams, GoToMeeting, etc. Should these services not be available consideration shall be given to requesting the assistance of another jurisdiction's Internal Affairs Unit.
 4. The member under investigation need not be informed of the investigation until it becomes necessary to interview him/her. The investigating member will furnish subject member(s) with the most recent LEBOR, requirements regarding interrogation and Garrity Rights of law enforcement officers.
 5. When employees are notified that they have become the subject of an administrative investigation, the investigating member will issue the subject employee a written statement outlining the nature of the complaint prior to any interview. The notification will include a statement of the member's rights and responsibilities relative to the investigation. (CFA 20.02)
 6. All investigative documents and evidence shall be made available to the subject officer for review prior to any interview. All officers being interviewed as a subject or witness will be digitally recorded. Therefore, the subject employee shall be the last interview conducted. Exception: Should the subject employee during their interview identify exonerating evidence or witnesses not previously discovered, the interview can be suspended to collect such evidence.
 7. Polygraph or voice stress examinations of sworn members under investigation will not be done unless specifically requested in writing by the member under investigation and with the written approval of the Chief of Police. (CFA 20.03)
 8. Any member may be ordered to submit to a medical or laboratory examination for the purpose of detecting the presence of controlled dangerous substances when it has been determined by a supervisor of the agency that there exists reasonable suspicion of illegal drug usage. Additionally, officers may be ordered to submit to an examination of their blood, breath or urine when it has been determined by a supervisor that there exists reasonable suspicion of alcohol consumption that is currently compromising the employee's ability to perform their duties safely and effectively. (CFA 20.03)
 9. The Chief of Police or designee may order an employee to be photographed. Photographs of all employees may be maintained on file in the department's administrative files, and updated as necessary. (CFA 20.03)
 10. Employees may be required to participate in lineup identification sessions upon order of the Chief of Police or designee. (CFA 20.03)
 11. Personnel will be required to surrender their firearm to the provided firearm lockbox prior to any interview within the Internal Affairs Office. Once the firearm is secured inside the lockbox, the interviewee will keep the key until the conclusion of the interview.
 12. A law enforcement officer may not be required or requested to disclose any item of his or her property, income, assets, source of income, debts, or personal or domestic expenditures (including those of any member of his/her family or household) unless such disclosure is required by state or federal law. (CFA 20.03)
 13. In cases involving alleged criminal misconduct by a department employee, the Internal Affairs Unit will seek legal advice and assistance in case preparation from competent legal counsel.

Administrative investigations of this nature shall not be delegated to the Division Commander for investigation.

14. All administrative investigations into policy violations leading to discipline shall be concluded in 180 days. Florida State Statute specifies that a law enforcement agency may not discipline an officer if the investigation into the alleged misconduct and the subsequent notification of discipline to the member is not made within 180 days from the date the complaint was received, barring any statutorily provided exceptions used to toll the investigation. The 180-day time period begins upon receipt of the complaint by a person authorized to initiate an investigation and ends when the member receives written notification of the outcome of the investigation and any accompanying proposed discipline.
15. Employees who withhold information from, or fail to cooperate with, internal investigations or who fail to report misconduct of employees are subject to disciplinary action, in addition to any other corrective action that may result from the investigation.
16. All administrative and supervisory investigations must be signed by the Investigating Officer under the following oath:

“Pursuant to Florida Statute 112.533(1)(a)1, under penalty of perjury, I declare that I have read the foregoing Internal Affairs Investigative Summary and that the facts stated in it are true and accurate based upon my personal knowledge, information, and belief. Additionally, I, the undersigned, do hereby swear, under penalty of perjury, that, to the best of my personal knowledge, information, and belief, I have not knowingly or willfully deprived, or allowed another to deprive, the subject of the investigation of any of the rights contained in Florida Statute 112.532 and 112.533.”

- C. Outside Investigations- In some instances, the Chief of Police may request an outside organization to conduct an administrative review of sworn personnel conduct, when in compliance with section 112.533, Florida Statutes.

VII. ADMIT FAULT AND MOVE ON- ACCEPTS FULL RESPONSIBILITY – APPLICABLE TO ONLY SITUATIONS RESULTING IN TRAINING/COUNSELINGS OR WRITTEN REPRIMANDS

Following an initial investigation/review of an alleged policy violation(s), the investigator may write his/her initial findings, and a recommendation of only a training/counseling or written reprimand may be presented to the member for the member to accept responsibility. The admit-and-move-on option will be presented by the investigator only when the Chief of Police already has approved such option. Alternatively, the member may inquire as to whether the option to admit and move on is available.

Availability of the admit and move on is based on the severity of the alleged policy violation(s) and the member’s past discipline, including whether he or she was sustained for the same policy violations (i.e., progressive discipline). Members are encouraged to consult with their PBA representative(s) prior to initiating any request for this option.

Thereafter, the instant policy would allow the officer/ member, without threat, coercion, or offering preferential treatment, to take ownership of his/her actions, with or without providing a recorded or written statement, at the member’s option. When requested by the member, he/she can document his/her desire to admit and move on for approval via their chain of command.

A determination of potential wrongdoing and initial recommendation of training/counseling or written reprimand will be based on the preponderance of evidence standard. The admit and move-on is reserved for only those minor incidents where the facts are largely undisputed. If the member accepts the terms and initial recommendation of training or written reprimand presented by the command staff administration, he/she is waiving his/her rights to appeal the disposition. If not already approved, the Disciplinary Action Recommendation form will be completed by the Chief of Police approving the option to admit and move on, sent down the chain of command from internal affairs. The initial recommendation of training or discipline of written reprimand may not be amended.

Under Chapter 112, Florida Statutes, if the agency receives notice of a *new* allegation or complaint of misconduct about the member, it may initiate a new investigation of such misconduct, if such allegation is not directly related to the policy violations to which the member already admitted.

VIII. REASSIGNMENT TO ADMINISTRATIVE DUTY AND ADMINISTRATIVE LEAVE

Admin Leave or Admin Reassignment is neither a form of discipline nor an indication of guilt or innocence. It is an administrative action to remove an employee from the police environment pending the completion and disposition of an investigation, or as deemed appropriate by the Chief of Police based on case by case circumstances. Based on the nature and seriousness of the allegation(s), relief of duty may involve a reassignment to alternative duty or may be placed on Administrative Leave, with pay unless specified by the Chief of Police and approved by the City Manager.

- A. In those instances where a member violates the rules and regulations or it is deemed necessary for the good of the department, a supervisor may recommend to a Shift or Section Commander that an employee be temporarily relieved from duty for the good of the employee and/or the department. The Shift or Section Commander will immediately notify the applicable Division Commander. The Division Commander shall review the circumstances and facts of the request. The Division Commander will then subsequently report those findings to the Chief of Police.
- B. The Division Commander or designee will relieve the member of their department issued:
 1. All BBPD Badges
 2. Police radio
 3. Keys and/or security access control cards
 4. Police identification card
 5. All department issued firearms
 6. Department vehicle (if applicable)
 7. Any other equipment deemed necessary

Note: The relieved or reassigned member is not to work any secondary employment that requires wearing the police uniform or need for police authority.

Members placed on Administrative Leave, will receive regular pay, if in compliance with the following provisions:

1. Must remain at home between the hours of 0800hrs to 1600hrs, Monday – Friday, unless attending court, meeting with his/her attorney, or ordered to report to another location by the Internal Affairs Commander or their designee. Home verification checks can be made at any time between 0800hours to 1600 hours.
2. Monday through Friday, member must report by telephone to the Internal Affairs Commander or their designee at 0800hrs and 1600 hours.
3. If it becomes necessary to leave your residence for personal reasons or scheduled appointments, you must first call the IA Commander or their designee for approval of use of your accumulated time to obtain permission. You must also notify IA upon your return home. If it becomes necessary to leave you residence on Department business, you must notify IA prior to departure and then again upon your return to your residence.
4. Utilization of any police facilities or substation, is strictly prohibited
5. Members must honor all subpoenas and other court related requests (i.e. Pretrial, depositions, etc.). You shall pickup subpoenas immediately upon notification from the Office of Internal Affairs.
6. Members will attend all other required Department business assigned or received from the IA Commander or their designee.
7. Members participation in any event sponsored, sanctioned, endorsed or in any way identified with or representative of the City of Boynton Beach Police Department is prohibited unless prior written authorization is obtained from the Chief of Police or designee.

8. Members shall conform to department policies addressing plain clothes dress requirements when at the Police Department or while attending any other job-related function. Strict compliance with this order is required.
 9. Members are authorized and encouraged to utilize the Employee Assistance Program (EAP). EAP provides employees and their dependents with free confidential and professional counseling. Please contact Human Resources for further guidance.
- C. The Division Commander or designee will notify the relieved officer, via intra-departmental memorandum, that their police powers have been suspended and that they are not to take enforcement action of any kind until notified otherwise.
- D. This member will be required to contact their Division Commander or designee on a daily basis Monday through Friday between the hours of 0730- 0830 hrs. If the member is reassigned, their schedule will be Monday through Friday from 0800-1600 hrs. Any requests for leave (vacation, comp, sick, military, etc) for members regardless if they have been reassigned or relieved from duty will be requested and approved by their Division Commander or designee. All leave request will be entered into Telestaff. Reassignments may occur at the discretion of the Chief of Police.

IX. DISPOSTIONS OF ADMINISTRATIVE INVESTIGATIONS

A. Conclusion of Administrative Investigation:

After completing the administrative investigation, the case file will be presented to the Chief of Police for review. The summary will include, at minimum:

1. The allegation(s)
2. An investigative report
3. A conclusion containing findings
4. Member discipline history

B. Conclusion of Fact:

Based on the findings of the investigation, the Notice of Closed Investigation Form shall recommend a disposition for each allegation. The dispositions are:

1. Sustained: The allegation was supported by a preponderance of evidence to justify a reasonable conclusion that the alleged action occurred and constituted a violation of department regulations.
2. Not sustained: Insufficient evidence to either prove or disprove allegations.
3. Exonerated: Incident occurred but was lawful and within policy.
4. Unfounded: Allegation is false or not factual or the employee was not involved.
5. Policy Failure: The incident occurred but was lawful and proper in accordance with policy and procedure; however, a review of such policies and/or additional training is necessary to prevent future allegations of misconduct. The employee is considered exonerated.

C. Final Disposition Review:

The Chief of Police is the final authority for disposition on all internal investigations and division level investigations.

D. Requirements for Disposition Internal Investigation: (CFA 2.06)

1. All employees who are the subject of an administrative investigation will receive a letter from the Commander of Internal Affairs indicating the outcome of the investigation and whether the department will proceed with a recommendation for disciplinary action for those allegations determined to be sustained. (CFA 20.04)

For dispositions of sustained:

- a. The investigating member will articulate in the investigative conclusion of the report, the written directive of the department, city policy or law that was violated.

- b. The Chief of Police will provide recommendation for corrective action or discipline of an accused member.
- c. The intra-departmental memorandum will be attached to the investigative file and forwarded to the Internal Affairs Unit for retention. (CFA 20.04)
- d. The Chief of Police will be the final authority for all discipline, subject to the provisions of the applicable CBA.
- e. All complainants shall receive written notice of the final disposition of the complaint, signed by the Chief of Police or designee. Upon conclusion of the investigation, the investigator will notify the complainant of the results, via certified letter, email attachment, phone or in person should the complainant not have a residence. The date and method of these notifications shall be documented in IA Pro.
- f. All sustained misconduct investigations involving violations of moral character standards as defined by CJSTC will be properly documented and forwarded to the Florida Department of Law Enforcement (FDLE).

X. INTERNAL INVESTIGATIVE RECORDS (CFA 7.05)

In accordance with Florida Statute 112, The Internal Affairs Unit shall maintain a Case Status Tracking in the IA Pro case management system for all administrative complaints received and documented in accordance with this directive.

- A. All internal investigative records and investigations are to be maintained separately in a secured location. (CFA 20.01)
- B. In accordance with Florida Statute 112, “all information obtained pursuant to the investigation will be confidential and exempt from public record until the investigation is concluded.” (CFA 20.01)
- C. Release of information from the discipline files will be done in accordance with LEBOR and FSS 119. All requests for information concerning administrative investigations will be forwarded to the Internal Affairs Unit for consideration and approval. (CFA 20.01)
- D. The Internal Affairs Unit shall inform department members of any public information requests involving the affected member’s discipline file. A copy is available upon request to IA. (CFA 20.01)

XI. RECORDS RETENTION (CFA 7.05)

The retention of all formal and informal investigations records shall be governed by the General Records Schedule (GS2), established by the Bureau of Archives and Records Management, State of Florida.