

## Questions & Answers

**Q. Are all complaints investigated?**

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

**Q. What happens to my complaint?**

**A.** When received, the complaint is classified and assigned to an investigator of supervisory rank. 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, a case can take from 45 days to a maximum of 180 calendar days, although some investigations are more complex and may take longer.

**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.

Coral Gables Police Department  
Internal Affairs Section

301 Altara Avenue, Suite 120  
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Phone: (305) 460-5450

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For after hours and emergencies  
Contact (305) 442-1600



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

# 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 residents 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.

You may 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). At any time you can request to speak with a Supervisor in order to initiate a complaint on any member of the Police Department.

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

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

be requested to provide a sworn statement(s), produce any evidence of the 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. Upon completion of the investigation you will be contacted and have an opportunity to discuss the disposition of the complaint.

