

In Summary

Sheriff Demings is committed to providing all citizens and visitors of Orange County the best possible law enforcement services available. The Sheriff believes good ethics and principles on the part of every deputy and employee of the Orange County Sheriff's Office are the very foundation of a professional organization.



As a means of constantly striving to improve police performance and maintain the highest respect from the community, the Orange County Sheriff's Office:

- Seeks citizen input for improvement in our services.
- Welcomes citizen commendations of our personnel who admirably perform their duties.
- Encourages questions and/or complaints regarding the agency's performance or the actions of its employees whenever there is a concern.

The Orange County Sheriff's Office adheres to the following principles:

1. **Integrity**

We adhere to the highest moral and ethical standards. We are honest and sincere in dealing with each other and the community. We have the courage to uphold these principles and are proud that they guide us in all we do.

2. **Respect**

We recognize the value of our unique cultural diversity and treat all people with kindness, tolerance, and dignity. We cherish and protect the rights, liberties, and freedoms of all as granted by the constitutions and law of the United States and the State of Florida.

3. **Fairness**

Objective, impartial decisions and policies are the foundation of our interactions. We are consistent in our treatment of all persons. Our actions are tempered with reason and equity.

4. **Courage**

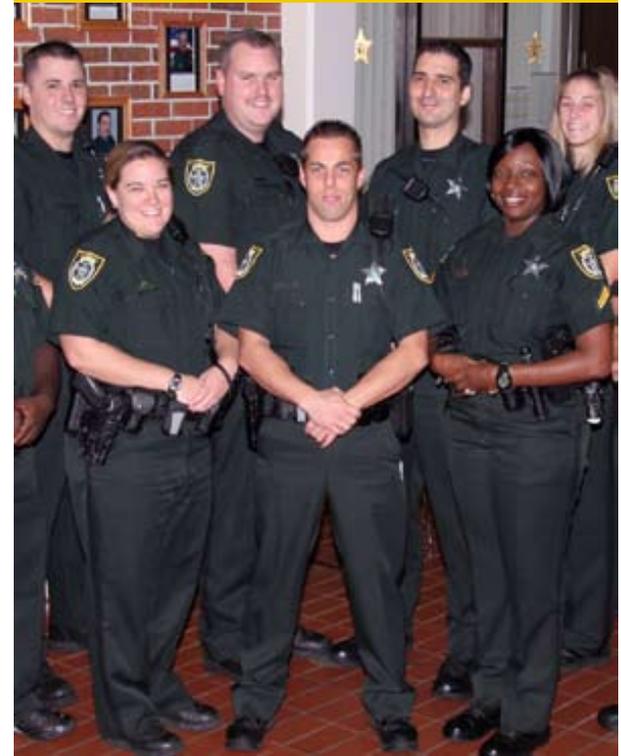
This is accomplished through our willingness to confront society's most dangerous situations. We recognize the ever-present dangers of our assignments and we are able to respond confidently and courageously as a result of our training and commitment to the community we serve.

*Equal Opportunity Employer
Internationally and State Accredited*



ORANGE COUNTY SHERIFF

Sheriff Jerry L. Demings



How to Officially Commend or Complain About a Deputy Sheriff

ORANGE COUNTY SHERIFF'S OFFICE
Professional Standards
2500 West Colonial Drive
Orlando, Florida 32804
407-254-7441
FAX 407-254-7453

How to Make a Commendation/Complaint

Sheriff Jerry L. Demings encourages each of his deputies to treat the public with the utmost respect. However, there are times when the public may feel they may need to take issue with a deputy's actions.

As part of the process of continual improvement, the Sheriff has outlined procedures for the public to bring forth concerns regarding deputies'/ employees' actions.

Whether you wish to commend a deputy/ employee, or if you believe a deputy/ employee of the Orange County Sheriff's Office has acted improperly, you can register your commendation or complaint in any of the following ways:

1. You can speak with a supervisor by telephoning the Communications Center at 407-836-4357. Inform the operator of your desire to speak with a supervisor and you will be assisted.
2. You can telephone Professional Standards (Internal Affairs) at 407-254- 7441. This office is staffed Monday – Friday from 8:00AM to 5:00PM.

After hours you may leave a message with a return telephone number and you will be contacted as soon as possible the next business day. You may also submit a commendation or complaint by fax at 407-254-7453.

3. You can make your commendation/ complaint in writing directly to Professional Standards by mailing it to:

Orange County Sheriff's Office
Professional Standards
2500 West Colonial Drive
Orlando, FL 32804

4. You can also make your commendation/ complaint by e-mailing the Professional Standards Division at the following email address:

professionalstandards@ocfl.net

When making a commendation/complaint via U.S. Mail or e-mail, you are encouraged to include your mailing address and/or your telephone number so you can be contacted in the event additional information is needed. It will also enable us to inform you of the disposition of your commendation/ complaint.



Commendations

There is no greater form of recognition a deputy sheriff/employee can receive than a compliment from those they have assisted. A few words of thanks from a citizen means a great deal.

In cases where a letter of appreciation from a citizen is submitted, the deputy/employee and his/her chain of command, including the Sheriff, are made aware of the outstanding performance. A copy of the letter is then placed in the employee's personnel file.

Complaints

Complaints will be promptly and thoroughly investigated. In most cases, the investigation of a complaint will be completed within 45 days. Depending on the nature of the complaint, the investigation may be conducted by Professional Standards or forwarded to the appropriate Division Commander for investigation. The investigator will interview the concerned parties and witnesses. He/ she will record witness statements and gather other relevant information and evidence. If a complaint is sustained, appropriate discipline and/or corrective action will occur.

