

City of Key West Citizen Review Board



Promoting public confidence in the professionalism and accountability of the sworn staff of the Key West Police Department.

P. O. Box 1946
Key West, FL 33041-1946
Tel (305) 809-3887
FAX: (305) 293-9827
Email: crb@keywestcity.com
<http://www.keywestcity.com>

General Information

What is the Citizen Review Board?

The Citizen Review Board (CRB) created by Key West voters on November 5, 2002, has the authority to review and/or investigate citizen complaints involving Key West Police Department sworn staff (police officers) and forward findings and/or recommendations to City management, the chief of police, State Attorney, other state and federal law enforcement agencies and/or grand juries. It is completely independent of the Key West Police Department (KWPD). The seven (7) board members of the CRB all live in Key West.

The State of Florida's Sunshine Law governs the CRB. That means that any information provided to the CRB, all complaints received, all witness statements, is public record.

The CRB staff works to ensure that all complaints receive a fair and objective investigation and/or hearing. The CRB may retain the services of an attorney and professional investigators and may conduct investigations, inquiries and hearings.

Initiating A Complaint

Any person who wants to make a complaint against a KWPD officer can file a complaint directly at the office of the Citizen Review Board; thereby initiating an investigation. Once a complaint is filed with the CRB, it is forwarded to the Department of Professional Standards/Internal Affairs of the KWPD. The CRB monitors the progress of the investigation. The closed investigation is forwarded to the CRB for final review. The investigation is examined by the entire CRB for thoroughness, objectivity, and assurance that the evidence supports the finding.

A citizen complaint is a separate process from a civil or criminal action.

The CRB is not empowered to review complaints made against any law enforcement agency other than the Key West Police Department.

The CRB has an open and public process and all materials received by the CRB become public records viewable on the web or otherwise by anyone or any entity.

Who can file a complaint?

Anyone may file a complaint concerning a City of Key West police officer.

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How to file a complaint

All complaints will be reduced to writing in letter format or the approved CRB complaint form. Forms are available by calling the CRB or downloaded from the CRB website: <http://www.keywestcity.com>

Complaints can be filed in a variety of ways:

- Mail to: P.O. Box 1946, Key West, FL 33041
- In person to the CRB office: 100 Grinnell Street, Key West, FL 33040, (Please call to make an appointment to guarantee a representative will be available for personal intake of the complaint.)
- By fax: (305) 293-9827
- Email: crb@keywestcity.com

A complaint is forwarded directly to the KWPD Professional Standards Office/ Internal Affairs (IA) Bureau and the Chief of Police.

It is the policy of IA and the CRB to not proceed with an investigation until a pending court case is resolved and closed.. If no criminal case:

IA has 45 days to complete an investigation and forward findings to the Chief of Police, the CRB and the complainant.

The CRB will review the findings and present a copy to the complainant within 21 days of the findings. The CRB will determine if mediation is an appropriate option of if there is a need for further investigation, inquiry and finally, a hearing.

At the conclusion of each review or investigation, the CRB shall render one of the following findings based on the preponderance of the evidence:

- Unfounded - the act or acts were found to not have occurred;
- Exonerated - where the acts that provide the basis for the complaint occurred, but the review or investigation shows such acts were proper;
- Not Sustained - where the review or investigation fails to disclose sufficient facts to prove or disprove the allegation made in the complaint;
- Sustained - where the review or investigation discloses sufficient facts to support the allegations made in the complaint;
- No Finding - where the complainant failed to produce information to further the investigation, the review or investigation revealed that another agency was responsible and the complaint has been referred to that agency, the complainant withdrew the complaint, or the CRB did not reach a conclusion.

At the conclusion of the review or investigation, the CRB shall forward its written findings and conclusions to the Chief of Police and to affected officers and to the extent permitted by law, to the complainants. The Chief of Police shall respond within 30 days.

What you should know before you file a complaint

Providing the following information will make it helpful for the investigators to expedite your complaint.

- It is essential to have as much information as possible about the incident when filing a complaint. Important facts may include:
 - Time, date and location of the incident ;
 - Names and ID numbers of officers ;
 - If you do not have the names and ID numbers of the officers, then be able to give a physical description (e.g. approximate height, hair color, etc.);
 - Names and phone numbers of witnesses ;
 - Any documents such as photographs, citations, hospital records, etc.(Remember that all documents received become public record viewable on the web or otherwise by any person or entity.)

b) A complaint should be filed as soon as possible after you became aware of the incident or after resolution of any criminal charges. You should contact the Executive Director to address the timing of your complaint.

- Notify the CRB Executive Director if you move or change your phone or message number.** Failure to provide the CRB current information or means for CRB to contact the complainant may result in dismissal of the case.

If you have further questions, or if you would like to review CRB Policies and Procedures, contact the Office of the CRB at (305) 809-3887 or visit our website at www.keywestcity.com.

To file a complaint or commendation, please fill out this form and send it to:

City of Key West • Citizen Review Board • PO Box 1946 • Key West • FL • 33041

Name: _____ Anonymous

Address: _____

Phone: _____

Incident Date & Time: _____ Incident Location: _____

The following happened: _____