



Message from the Sheriff:

Honesty, Integrity and Community service: those are three of the things I value most. As the new Sheriff of Monroe County, I will be emphasizing those things moving forward.

Communicating directly with the citizens of our county is of utmost importance to me as well. Our agency strives to be as open in our day to day operations.

Sincerely,

Rick Ramsay
Sheriff of Monroe County

MISSION STATEMENT

It is the mission of the Monroe County Sheriff's Office to suppress, prevent and deter crime with the relentless pursuit of all criminals as a top priority. We will operate safe and professional detention and court security services throughout the Keys. We are committed to keeping our communities and roadways safe while providing the highest quality of service to our residents and visitors. **WE ARE** committed to the Keys!

**Monroe County
Sheriff's Office**



Core Values

**Citizen Commendation
And
Complaints Procedures**

Internal Affairs

Internal Affairs Division

5525 College Road
Suite 205
Key West, FL 33040
www.keysso.net

Tel: 305-292-7042

Monroe County Sheriff's Office

Commendations and Awards

It is the policy of the Monroe County Sheriff's Office to recognize outstanding law enforcement performance through the use of formal commendations. Letters recognizing employees for their actions are encouraged and may be sent to the Sheriff at 5525 College Road, Key West, FL 33040, or you may email r Ramsay@keysso.net.

Internal Affairs

This guide is intended to help citizens who wish to file a complaint of alleged misconduct by an employee of the Monroe County Sheriff's Office. If, after reading the following information, you have a question about Internal Affairs, or about making a complaint, you may contact any of the offices listed below, or email Captain Don Hiller at dhiller@keysso.net.

Types of Investigations

The Sheriff's Office has two types of investigations of employee misconduct; Supervisory Reviews and Internal Affairs investigations. An Internal Affairs investigation is conducted when the allegation is criminal misconduct, corruption, brutality, or breach of civil rights. The Internal Affairs Division will also investigate other complaints as directed by the Sheriff.

What to expect during the investigation

After making the complaint, either by phone, mail or in person, the supervisor or inspector will tell you who specifically will be conducting the investigation and what case number it has been assigned. The investigator will also explain to you how to keep in touch with them during the investigation. You may feel free to contact the investigator at any time to inquire about the investigation.

When it is concluded

Complainants will receive a written notice with the findings of the investigation. A copy of the entire investigation may be obtained upon request with no cost to the complainant.

Complainant Obligations

While the Monroe County Sheriff's Office can and will accept anonymous complaints, we will ask at times for sworn, recorded testimony. This is not done to discourage complaints, but rather to protect the complainant and ensure that the complaint is investigated to the fullest. We also request that complainants do not discuss the complaint or any information provided by the investigating officer during the investigation stage of the complaint. This, of course, does not apply to discussions between attorneys and their clients.

The complainant should always be aware that filing a false complaint could result in perjury charges being filed against them.

Where to File

You may file a commendation or a complaint by calling our offices:

Involving a law enforcement deputy sheriff:

In the Upper Keys, Islamorada Sub-Station (305) 853-7021 or Plantation Key Sub-Station (305) 853-3211

In the Middle Keys, Marathon Sub-Station (305) 289-2430

In the Lower Keys, Cudjoe Sub-Station (305) 745-3184

Involving our Office of Special Operations, including detectives in Drug Enforcement, Traffic Enforcement, Sex Crimes, and other major crimes Units (305) 289-2410

Involving a detention deputy sheriff:

In the Upper Keys, Plantation Key Detention Center (305) 853-3266

In the Middle Keys, Marathon Detention Center (305) 289-2420

In the Lower Keys, Key West Detention Center (305) 292-7006

Involving any employee of the Sheriff's Office In Monroe County Florida

Internal Affairs, 5525 College Road, Key West. (305) 292-7042 or toll free 1-800-273-COPS