



The Volusia Sheriff's Office adheres to the following principles:

**Trustworthiness**

To be worthy of the trust that has been placed in us, each member will conduct all of our affairs with honesty, reliability, loyalty, and integrity. The Volusia Sheriff's Office demands the highest level of integrity from its employees.

**Respect**

The Volusia Sheriff's Office recognizes that its members are its greatest asset, and our actions shall reflect this belief. The members will respect the citizens and recognize their ethnic and cultural diversity.

**Responsibility**

We will strive for personal and professional excellence, dedication to duty and delivery of quality service to the public. We are part of a team dedicated to the safety and protection of our community.

**Fairness**

Each member of the Volusia Sheriff's Office will treat every person with fairness, justice, and openness. Our interaction with the public will be impartial, without favoritism or prejudice.

**Caring**

We will be compassionate and considerate in our dealings with the community and the victims of crime. The Volusia Sheriff's Office has a philosophy and tradition of giving of our time, support, comfort, and selves to improve the lives of those in need.

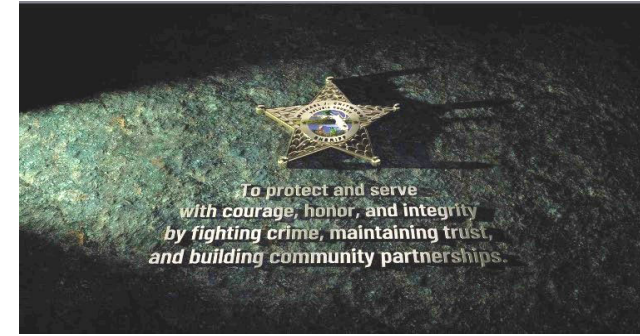
**Citizenship**

As highly visible role models in the community, we will be good citizens. We will pursue the common good and participate in making things better by voicing our opinions, serving on community organizations, and working with the rest of the community to make it a better, cleaner, and safer county. We will be exemplary in respecting and obeying the law, thereby honoring the principles of democracy to which we are committed.

**Equal Opportunity Employer**

# VOLUSIA SHERIFF

**Sheriff Michael J. Chitwood**



## How to Officially Commend or Complain About a Deputy Sheriff or Employee



**VOLUSIA SHERIFF'S OFFICE**

Internal Affairs Unit 123  
W. Indiana Ave. DeLand,  
Florida 32720  
386-736-5961  
FAX 386-740-5190

### In Summary

As Sheriff of Volusia County, I am committed to providing all of our citizens and visitors to our County with the best law enforcement services available. Good ethics and principles on the part of every deputy and employee of the Volusia 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 Volusia Sheriff's Office:

- Seeks citizen input on ways to enhance 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 our employees whenever there is a concern.

Michael J. Chitwood  
SHERIFF



## How to Submit a Commendation/Complaint

Sheriff Michael J. Chitwood encourages each of his deputies and employees to treat the public with the utmost courtesy, respect, and fairness. To ensure adherence to the highest professional standards of conduct, the Sheriff has established procedures for the public to bring concerns, praise, and recommendations regarding the actions of our deputies and employees to our attention.

Whether you wish to commend a deputy or employee for exceptional performance, or if you believe a deputy or employee of the Volusia Sheriff's Office has acted improperly, you can submit your input in any of the following ways:

1. You can speak with a supervisor by calling the Communications Center at:

(386) 943-8276 - West Volusia

(386) 239-8276 - Daytona Beach

(386) 409-8276 - New Smyrna Beach

(407) 323-0151 - Southwest Volusia

Inform the call-taker of your desire to speak to a supervisor and you will be assisted.

2. You also can call Internal Affairs at (386) 736-5961. The office is staffed Monday through Friday between the hours of 8 a.m. - 4 p.m. If you call outside of those hours, you may leave a message with a return telephone number, and you will be contacted as soon as possible the next business day. Additionally, you can submit a commendation or complaint by fax at (386) 740-5190 or put it in writing and then mail it directly to Internal Affairs at the following address:

Volusia Sheriff's Office Internal Affairs Unit  
123 W. Indiana Ave. DeLand, Florida 32720

3. You also can download a [Citizen's Complaint Form](#). It is recommended that all three parts (the complaint form, the continuation sheet, and the form instructions) be completed.

When submitting a commendation/complaint by U.S. mail or by e-mail, you are encouraged to include your mailing address and/or telephone number so that 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. However, this is not required, as all complaints including those that are submitted anonymously will be fully investigated.



## Commendations

A few words of thanks from a citizen means a great deal. For there is no greater form of recognition a deputy sheriff or employee can receive than a compliment from those they have assisted. When a letter of appreciation, a phone call or an e-mail from a citizen is submitted, the deputy/employee and their chain of command, including the Sheriff, are made aware of the outstanding performance. A copy of the letter or e-mail is placed in the employee's personnel file.



## Complaints

All 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 Internal Affairs or forwarded to the appropriate Division Commander for investigation. The investigator will interview the concerned parties and witnesses, record witness statements and gather other information and evidence directly related to the complaint. If a complaint is sustained, appropriate discipline and/or corrective action will occur.