

COMMENDATION AND COMPLAINT PROCEDURES

The Jacksonville Beach Police Department is committed to providing exceptional customer service and professional law enforcement services to all citizens and visitors of Jacksonville Beach. Therefore, we welcome and accept the following:

- Citizen commendations of personnel who exhibit exemplary service;
- Input from citizens regarding areas of improvement; and
- Complaints regarding agency performance or employee actions.

COMMENDATIONS

The Jacksonville Beach Police Department commends its personnel through the use of praise, letters of recognition, and official awards. If you would like commend or recognize an employee's performance, you may do so in person or by mail, phone, email, or webpage (see below contact information).

SUGGESTING AREAS OF IMPROVEMENT

If you would like to provide input regarding areas of improvement, please contact us via one of the below methods.

FILING A COMPLAINT

It is the policy of the Jacksonville Beach Police Department to investigate all complaints made against its personnel, including alleged or suspected violations of laws, ordinances, policies, and/or procedures. Complaints may be submitted in person or by mail, phone, email, or webpage (see below contact information). Anonymous complaints are also accepted and investigated.

COMMENDATION AND COMPLAINT CONTACT INFORMATION

Jacksonville Beach Police Department
101 Penman Road South
Jacksonville Beach, Florida 32250
904-247-6343

contactJBPD@jaxbchfl.net

<https://www.jacksonvillebeach.org/formcenter/Contact-Us-5/Police-59>