

Filing a Complaint or Compliment

The Windcrest Police Department is dedicated to providing the best police services possible to the residents, businesses, and visitors of Windcrest. Police employees are carefully selected and given the best training available in order to provide professional service. However, you may have occasion to lodge a complaint in reference to the actions of a member of the Windcrest Police Department. In order to be responsive to you, we are providing the following guidelines on how complaints should be made, how they are investigated, and their results.

HOW ARE COMPLAINTS MADE?

Any person wishing to make a complaint may do so by coming to the Windcrest Police Department located at 8601 Midcrown Drive, Windcrest, TX 78239 or by filling out the form found on our website at www.windcrest-tx.com under Police Department, Administrative Complaint Packet, and dropping it off at the Police Department.

TEXAS STATE LAW (Government Code 614.022) requires that all complaints against police officers be ***in writing*** and ***signed*** by the person making the complaint. Even though there are only two requirements, additional information is requested so that we are able to perform a thorough investigation of your complaint. Just as citizens who are arrested must be notified of the charges against them, police officers must be given copies of complaints before any disciplinary action may be taken.

The Windcrest Police Department prohibits its officers from engaging in racial profiling. A person wishing to make a complaint in reference to alleged racial profiling by a Windcrest Police Officer should follow the complaint process outlined in this document.

WHAT HAPPENS WHEN A COMPLAINT IS FOUND TO BE TRUE?

When the investigation of a complaint reveals that the charges are true, and should be sustained against a police employee, the Chief of Police notifies the employee and may take one of the following actions, depending on the nature of the violation:

- Verbal or Written Counseling of the employee;
- Written Reprimand;
- Suspend the employee without pay;
- Demote the employee; or
- Discharge the employee

WHAT HAPPENS IF THE COMPLAINT IS NOT TRUE?

Police employees must be afforded certain rights the same as with all citizens and complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the officer is notified and continues on duty. If he/she was removed from duty during the investigation, the employee will be immediately placed back on regular duty and paid for that period he was relieved of his duties.

OFFICER CAN APPEAL THE DECISION

Just as citizens charged with criminal offenses can appeal a court's decision, police employees are afforded the right to appeal the actions taken against them. The City of Windcrest has established procedures for ensuring that complaints by citizens against police employees are thoroughly and

impartially investigated.

WHAT IF YOU ARE NOT SATISFIED WITH THE DECISION? You will be notified of the results of the investigation. If you are not satisfied with the results of the investigation, you may appeal to:

- Office of the Chief of Police
- Office of the City Administrator
- Bexar County District Attorney
- Texas Rangers
- Federal Bureau of Investigation

The Windcrest Police Department is vitally concerned with the welfare of all residents, businesses, and visitors to Windcrest. The Police Department will take action where employees have been proven derelict in their duties or are guilty of wrongdoing.

FALSE COMPLAINTS

People who intentionally make false complaints or allegations against police officers violate Chapter 37 of the Texas Penal Code. Texas law provides punishment for an individual adjudged guilty of committing an offense, if with the intent to deceive and with knowledge of the statement's meaning, he/she makes a false statement under oath or swears to the truth of a false statement previously made; and, the statement is required or authorized by law to be made under oath (Texas State Law, Government Code 602.002). A person who commits an offense under this section can be charged with offenses ranging from a Class B Misdemeanor to a Felony of the Third Degree. Punishments can range from confinement of 180 days in jail to 10 years of imprisonment and a fine not to exceed \$10,000. *This information is not intended to intimidate the complainant or any witnesses, but is provided to avoid retaliation against police officers or departmental staff.*

COMMEND AN OFFICER

Likewise, if you see an employee doing outstanding work, tell the employee or a police supervisor or commend them online at www.windcrest-tx.com. Your Windcrest Police Department is made up of individuals who are dedicated to serving our community.



Windcrest Police Department

8601 Midcrown Dr., Windcrest, Tx. 78239

210-655-2666 Phone / 210-9461819 Fax

Administrative Compliment/Complaint Form

CONFIDENTIAL PENDING CONCLUSION OF INVESTIGATION

1. Reported by: _____ Date Reported: _____

Name: _____ Last First Middle

Address: _____
Street City State
Zip

Telephone number: (____) _____
Area code Number

2. Witnesses:

Name: _____ Last First Middle

Address: _____
Street City State
Zip

Telephone number: (____) _____
Area code Number

Name: _____ Last First Middle

Address: _____
Street City State
Zip

Telephone number: _____

3. Officer(s) / Employee(s):

Name: _____ Rank: _____ Badge Number: _____ Name: _____
_____ Rank: _____ Badge Number: _____

Provide details on other side

DO NOT WRITE BELOW THIS LINE

Received by: _____ Date: _____ Forwarded to: CID Division

Commander Immediate Supervisor

Received by: _____ Date: _____

Action taken: _____

Return to Office of the Chief no more than ten (10) days after receiving forwarded complaint

