INGRAM POLICE DEPARTMENT

226 HWY 39 Ingram, TX 78025
(830) 367-2636 ~ www.ingrampolice.org

Chief Byron C Griffin

FORMAL COMPLAINT INFORMATION

The Ingram Police Department is dedicated to providing the best police service possible to all citizens. Police personnel are carefully selected and given the best training possible in order to provide this service. Police officers have a difficult job to do. They are asked to exercise their best judgment under stressful, tense situations and often with limited information and time constraints. However, officers must also be professional and observe the rights of all citizens while performing their duties. If a citizen believes an officer or an employee has engaged in misconduct, they have the right to file a complaint.

In order to be responsible to you, we are providing the following information about how complaints are made, how they are investigated, and their results.

HOW FORMAL COMPLAINTS ARE MADE

Formal Complaints (Internal Affairs Investigations): When a citizen makes a formal complaint against a member of the Ingram Police Department, the complaint goes to the Chief of Police. An investigator will be assigned to review and investigate the complaint. Texas Government Code, Chapter 614.022, V.T.C.A, requires that all formal complaints against police officers must be in writing and signed by the person making the complaint. Just as citizens who are arrested must be notified of the charges against them, the police officer must be given a copy of a personnel complaint before any disciplinary action may be taken. Complaints must be made within 45 days of the act unless good cause can be shown. The person who claims to be aggrieved should make the complaint. Other persons may give statements as witnesses. Investigators will conduct a thorough investigation of the incident, and the complainant will be advised of the result and action taken.

FORMAL COMPLAINT PROCESSING

How are complaints investigated? An investigator is assigned by the Chief of Police to conduct a thorough investigation of the complaint. Witnesses and officers will be contacted and asked to give statements. Records and other evidence will be collected and examined. Unless special circumstances prevent, investigations are normally completed within 30 days from the receipt of the complaint.

What happens when a complaint is found to be true? When the investigation of a complaint reveals that the allegations are true and should be sustained against the employee, the investigator notifies the Chief of Police. The employee is notified and the department may, depending on the nature of the violation, reprimand, suspend without pay, demote or discharge the employee. Corrective action in the form of advice and instruction, counseling, training and retraining may be incorporated in any disciplinary action. The complainant will be notified in writing of the investigation's results.

What happens if the complaint is found to be not true or yields insufficient information to prove or disprove the allegation of misconduct? Police officers and employees have the same rights as all citizens. Complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the employee is notified and continues on duty. The complainant will be notified in writing of the investigation's results.

Can an employee appeal the decision? Just as a citizen charged with a criminal offense can appeal a court's decision, an employee can appeal the action taken against them. The City of Ingram has established procedures for employees to follow in their appeals, just as the Police Department has established procedures for insuring that complaints by citizens against officers are thoroughly and honestly investigated.

What if you are not satisfied with the decision? If you are not satisfied with the results of the investigation you may request an investigation for certain acts by the Federal Bureau of Investigation if civil rights violations are alleged or the District Attorney's Office if criminal violations are alleged. The Ingram Police Department is vitally interested in the welfare of all citizens and in taking action where its employees have been proven to have engaged in misconduct.

How are criminal complaint charges made against police employees? Citizens who wish to make criminal charges against police personnel may file a criminal complaint with the Ingram Police Department, the District Attorney's Office or the Federal Bureau of Investigation. Criminal complaints made with the Ingram Police Department against an employee, may be referred to an outside agency.

CONCLUSION

If it becomes necessary for you to make a complaint, you can be assured that it will be given a fair and thorough investigation. By the same token, if you have an occasion to see a police employee doing outstanding work, tell us about it. The employees of the Ingram Police Department are individuals who are dedicated to serving you and the community.

TEXAS GOVERNMENT CODE
Complaints Against Law Enforcement Officers

Sec. 614.022. Complaint to be in Writing and Signed by Complainant. To be considered by the head of a state agency or by the head of a fire or police department, the complaint must be: (1) in writing; and (2) signed by the person making the complaint. Added by Acts 1993, 73rd Leg., ch. 268, Sec. 1, eff. Sept. 1, 1993.

Sec. 614.023. Copy of Complaint to be Given to Officer or Employee. (a) A copy of a signed complaint against a law enforcement officer, fire fighter, or police officer shall be given to the officer or employee within a reasonable time after the complaint is filed. (b) Disciplinary action may not be taken against the officer or employee unless a copy of the signed complaint is given to the officer or employee. Added by Acts 1993, 73rd Leg., ch. 268, Sec. 1, eff. Sept. 1, 1993.

Ingram, Texas
Police Internal Affairs Complaint

Name of Complainant: _____ DOB: _____

Address: _____

Home Phone # _____ Work Phone # _____

Work Address: _____

Date Reported: _____ Date Occurred: _____

Accused Employee: _____

Location: _____

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Complainant's Signature

Signed and Sworn before me this the _____ day of _____, 20_____.

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Notary Public

My Commission Expires:_____