

The Polk County Sheriff's Office is vitally

interested in taking action when its employees are derelict in their duties or are guilty of wrongdoing. Your complaint will be given a fair and thorough investigation. By the same token, if you see a Sheriff's Office employee perform outstanding work, tell the employee – or us – us about it. The following are suggestions for commending an employee.

## COMMENDATIONS

- How to commend a Sheriff's Office Employee:
- Write a letter to the employee's Supervisor, Division Captain, Chief Deputy or the Sheriff at: 1733 N. Washington St. Livingston, TX 77351
- Commendation letters are noted and placed in the employee's personnel file.
- Call the Sheriff's Office: 936-327-6810 and ask to speak with the employee's supervisor. Give the specific action or demeanor that impressed you as well as the date, time, and location of the incident.
- Contact the Sheriff's Office Internal Affairs Section by going to the Polk Sheriff's Office Web page at: [www.polkcountysos.net](http://www.polkcountysos.net)

The Polk County Sheriff's Office is dedicated to providing the best police service possible to all citizens. Employees are carefully selected and trained to provide service to the community. This brochure gives an overview of ways to commend exemplary performance or file a complaint against a Polk County Sheriff's Office employee.

## COMPLAINTS

How to make a complaint? When a citizen has a complaint against a Sheriff's Office employee (sworn or civilian) the complaint is directed to the Sheriff's Internal Affairs Office, located at 1733 N. Washington in Livingston, 936-327-6810. Office hours 8:00 a.m. to 5 p.m., Monday through Friday. If the office is closed, you may still file a complaint with any office supervisor, who will then forward your report. Texas law require that all complaints be in writing and signed by the person making the complaint. Complaints must be made within 30 days of the incident unless special circumstances exist. Once a complaint has been filed, an Internal Affairs Investigator will conduct a thorough investigation. By Texas law a police employee must be given a copy of the complaint before any disciplinary action is taken.

### False Complaints

Filing a false complaint against a police employee is a violation of Texas Penal code, Section 37.02. If a person knowingly and intentionally makes a false statement under oath, or swears to the truth of a false statement previously made under Oath. A person may be found guilty and punished by a fine or jail time or both.

- [What happens when a complaint is upheld?](#)

When the investigation finds that the charges against a police employee are true, the employee's Chief Deputy notifies the employee and may take one of the following actions:

- (1) Reprimand the employee verbally or in writing;
- (2) Suspend the employee without pay
- (3) Demote the employee; or
- (4) Discharge the employee.

Employees can appeal the Chief Deputies decision to uphold a complaint and the decision to discipline the employee.

- [What happen when a complaint is not upheld?](#)

Complaints must be supported by sufficient evidence. When the investigation cannot find the degree of evidence necessary to prove the employee acted improperly, the employee and the citizen are both notified in writing.

- [What if you are not satisfied with the outcome?](#)

You may appeal the findings of the Internal Affairs of supervisor's investigation to the office of the Sheriff 1733 N. Washington Livingston, TX 77351 936-327-6810

### Racial Profiling Complaints

Racial Profiling Complaints will be processed through the Polk County Sheriff's Office Internal Affairs division. Racial Profiling Complaints will follow the same complaint process as described in this brochure.

## Vision

Achieve a safer community by providing excellent service and involving our community as partners.

## Values

Service Leadership  
Accountability  
Teamwork  
Innovation

Integrity  
Respect  
Education

## Goals

- Build upon our effective law enforcement tradition
- Use partnership to achieve a safer community
- Use innovative technology to maximize performance
- Provide a rewarding work environment and invest in personnel development
- Communicate effectively
- Apply intelligence-lead policing to deploy resources and assess effectiveness
- Promote geographic policing concept
- Achieve balance of personnel and workload

## Mission

The mission of the Polk County Sheriff's office is to maintain social order and provide professional law enforcement, services to citizens in the community, within prescribed ethical budgetary, and constitutional constraints. This office strives to enforce the law and maintain order in a fair and impartial manner, recognizing the need for justice, and consistent appearance of justice. The Sheriff recognizes that no law enforcement agency can operate at its maximum potential without the supportive input from the citizens it serves. This office actively solicits and encourages the cooperation of all citizens to reduce and limit the opportunity for crime, and to assist in bringing to justice those that break the law.



Polk County Sheriff's Office  
1733 N. Washington  
Livingston, TX 77351  
936-327-6810  
[www.polkcountysos.net](http://www.polkcountysos.net)

Commendation for Polk County  
Sheriff's Office Employees



**Kenneth Hammack, Sheriff**

**Complaints Against Polk  
County Sheriff's Office  
Employees**