



Dublin Police Department

213 Blackjack Street
Dublin, Texas 76446

254-445-3455 - Main
254-445-2026 - Fax

Police Officer Complaint Process

The Importance of your Complaint

The Dublin Police Department recognizes that its employees are responsible for their conduct where the public is concerned. We also recognize that at certain times, conflicts between citizens and employees of our agency can arise. A relationship based in trust, confidence and respect is paramount for the success of our agency. Our employees must be free to exercise their best judgement and initial proper action in a reasonable, lawful, impartial manner, without fear of reprisal. At the same time, they must observe the rights of all persons. The complaint process and appropriate disciplinary procedures not only subject agency members to corrective action when they conduct themselves improperly, the guidelines also protective them from unwarranted criticism when they discharge their duties properly.

What happens in the complaint process?

The complaint process is designed to deal with each case factually, fairly and efficiently. Citizens who file complaints are treated fairly and respectfully. The accusations made by all persons making a complaint are taken seriously. All complaints are investigated thoroughly and all findings are based on impartial evidence gained during the investigations.

In accordance for with Texas Government Code 614.022, in order to be considered by the head of a local law enforcement agency, all complaints must be in writing and signed by the person making the complaint.

All complaints that assert misconduct that is not criminal in nature must be received by the agency within forty-five days of the act. All complaints that involved allegations of misconduct that are criminal in nature, must be received within their respective statute of limitations period as outlined in the Texas Code of Criminal Procedure.

Once a complaint is received, it is reviewed by the Chief of Police, to ensure that all the proper forms are completed. If the complaint contains all required information and does constitute a violation of law or department policy, the Chief of Police shall assign a ranking member of the agency to conduct an internal investigation into the matter. Once that investigation is complete, the Chief of Police will determine the final disposition. The disposition of complaints is as follows:

- **Unfounded**-The investigation revealed that the allegation is false or is not factual.
- **Exonerated**-The investigation tends to support the reported facts but the conduct does not appear improper or unlawful.
- **Not Sustained**-The investigation yields insufficient information either to prove or disprove the allegation of misconduct.
- **Sustained**-The investigation tends to support the allegation of misconduct.
- **Violation Not Related**-The investigation reveals a violation not related to the allegation raised in the complaint.



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The disciplinary action related to **Sustained** allegations can range from training, counseling, written reprimands, suspensions or terminations.

Texas Government Code 614.023 requires that a copy of the complaint be given to the officer or employee that is subject of the complaint. Persons making complaints need not be concerned that they will be subject to retribution for legitimately stating a complaint because procedures are in place to prevent this.

Racial Profiling Complaints

Any person who believes that a peace officer employed by the City of Dublin has engaged in racial profiling with respect to that person may file a complaint with this agency. No person shall be discouraged, intimidated or coerced from filing such a complaint, or be discriminated against because they have filed such a complaint.

The Dublin Police Department shall accept and investigate citizen complaints alleging racial profiling by its peace officers. Complaints alleging racial profiling must be received within ninety days of the act. Complaints should be in writing and submitted on the proper written complaint form, if at all possible. For racial profiling complaints only, an employee who receives a verbal complaint, shall advise the person wishing to make the complaint on how to contact the Chief of Police. The employee taking the verbal only complaint shall document the following information:

- Contact information of the complainant (i.e. Name, Address, Telephone Number)
- Date/Time Complaint was received
- Date/Time Act or Event Occurred
- Officers Involved

The employee shall provide that information to the Chief of Police, within 12 hours of receipt. The information shall be provided to the Chief of Police or his designee in written form.

The investigation of a complaint alleging racial profiling shall seek to determine if a peace officer employed by the City of Dublin has engaged in a pattern of racial profiling. This would include multiple acts constituting racial profiling for which there is no reasonable, credible explanation based on established police and law enforcement procedures. A single act constitute racial profiling may not be considered a pattern of racial profiling, but will be grounds for corrective action and can be investigated by first line supervisors.

A copy of the Dublin Police Department's racial profiling policy can be found on our website.



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How do I make a complaint?

In the event that a citizen wishes to make a complaint, they can request a complaint packet at the Dublin Police Department 213 East Blackjack Street Dublin, Texas Monday through Friday 8am to 5pm, they can also request a packet be sent to them via U.S. Mail or via electronic mail by contacting 254-445-3455 Option 1 Monday through Friday 8am to 5pm. A person may also email reports@ci.dublin.tx.us to request a complaint packet.

What does a complaint packet contain?

1. This document that details the complaint process.
2. A complaint form to be completed.
3. A large brown envelope.


How do I submit a complaint?

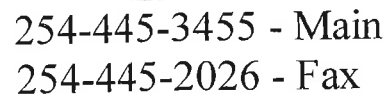
Once you obtain a complaint packet, complete all required blanks and includes as much detail as possible in the details of complaint section. Once that is complete, take the packet to a Notary Public and sign the document in the presence of the Notary Public. Then seal the complaint packet in the provide large brown envelope and bring that envelope to the Dublin Police Department between 8am to 5pm, Monday through Friday.

The complaint packet will then be provided to the Chief of Police, who will review the complaint and take the appropriate action.

If at any time if you wish to discuss this complaint, you may do so by contacting the Dublin Police Department.

Respectfully,

 #900
Cameron Ray
Chief of Police

Initial _____

I, _____ solemnly swear or affirm that the facts above and on the attached pages bearing my initials are true and correct to the best of my knowledge.

SUBSCRIBED AND SWORN TO BEFORE ME this the _____ day of _____, 20____

My commission expires on: _____

Please return this complaint form to the Dublin Police Department at 213 East Blackjack Street Dublin, Texas 76446