



# CITY OF RICHLAND HILLS, TEXAS

## POLICE DEPARTMENT

817) 616-3780 · Fax (817) 616-3790 · 6700 BAKER BLVD. · RICHLAND HILLS, TEXAS · 76118

**Kimberly L. Sylvester, Chief of Police**

### COMPLAINT ON POLICE EMPLOYEE

The Richland Hills Police Department recognizes that its employees are responsible for their conduct where the public is concerned. The department also acknowledges that, at certain times, conflicts between citizens and agency employees can arise. It is essential to the safety of our community that the relationship between police and citizens is built on confidence and trust. Law enforcement cannot be effective without this vital commitment by both entities.

Police Officers must be free to exercise their best judgement and initiate proper action in a reasonable, lawful, impartial manner, without fear of reprisal. At the same time, they must observe the rights of all people. The complaint process and appropriate disciplinary procedures not only subject agency members to corrective action when they conduct themselves improperly, the guidelines also protect them from unwarranted criticism when they discharge their duties properly.

A disagreement over the validity of a traffic citation is not a complaint. Such disagreements should be directed to the court that has jurisdiction in the manner.

The Richland Hills Police Department realizes that confusion, different perceptions, or the timeliness of information sometimes will result in descriptions that produce different versions of the same incident. Beyond legitimate error, however, the deliberate making of a report that the complainant knows to be false or misleading could constitute a violation of State Law.

### COMPLAINT PROCEDURES

The complaint process is designed to deal with each case factually and fairly. Citizens who file complaints are treated respectfully, and their accusations are taken seriously. All complaints are investigated thoroughly, and findings are based on impartial evidence gained during the investigation. However, many complaints can be explained satisfactorily by a visit or telephone call to the employee's supervisor, usually the Sergeant for officers and the Lieutenant for Sergeants. The supervisor will talk with you about your complaint and try to resolve it.

### DISPOSITIONS

Any complaint can be made anonymously without giving your name. However, you cannot be informed of the internal review's results if you choose to remain anonymous. After a thorough investigation, the complaint will be classified into one of the following dispositions:

**Unfounded:** Incident did not occur, or affected employee was not involved.

**Exonerated:** Incident occurred, but actions taken were lawful and proper.

**Not Sustained:** Insufficient evidence exists to prove the allegation.

**Sustained:** Evidence is sufficient to prove the allegation.

Sustained allegations could result in additional training, counseling, written reprimand, suspension or termination.

Although employees named in a complaint will, to some point, be required to respond to the specific allegation, they are not permitted access to cases under investigation. Complainants need not be concerned that they will be subject to retribution for legitimately stating the complaint because procedures are in place to prevent this.

Complainants who have current criminal or traffic charges pending should be aware that the internal review process deals solely with department police matters and the conduct of agency employees. Regardless of the outcome of an internal investigation, existing criminal or traffic charges must be dealt with through the proper courts and processes.

|                                      |            |             |
|--------------------------------------|------------|-------------|
| Complainant:                         |            | Date:       |
| Address:                             |            | Home Phone: |
| DL Number/State:                     | SS Number: |             |
| Employment:                          |            | Work Phone: |
| Date/Time of Incident:               | Location:  |             |
| Police Employee Involved (if known): |            |             |

Narrative:

“I, \_\_\_\_\_, wish to make the following statement to Richland Hills Police Officer \_\_\_\_\_, regarding an incident that directly involved me on the above date and time, at the above location. I have been advised of the procedure required by law to file this statement, and I am doing so with the knowledge that any intentional falsehoods included in this statement may be used as evidence against me in a court of law. My statement, which follows, includes ONLY INFORMATION and/or FACTS to which I can PERSONALLY testify under oath, and includes NO INFORMATION and/or FACTS that are ‘hearsay.’”

I do hereby state:

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Is this statement continued?  Yes  No

Initials \_\_\_\_\_



Completion instructions to person making this statement of complaint against a police employee:

- 1.) Do not leave any lines blank on your statement --- cross out unused lines with a diagonal line across any and all lines not used.
- 2.) Initial at any place on your statement where you made any kind of correction, such as an erasure, cross out or mark over.
- 3.) Please initial at the bottom of any page used for your statement.
- 4.) Read your completed statement carefully before signing.
- 5.) You will be given a copy of your completed statement if you so request.
- 6.) You will be notified regarding the conclusion of the investigation regarding your complaint. If the investigation takes more than two (2) weeks, you will be notified regarding the progress of the investigation at the two (2) week period.

FINAL STATEMENT AND SIGNATURE: "I hereby certify that all INFORMATION and/or FACTS which I have included herein are accurate and correct, to the best of my knowledge. My entire statement consists of \_\_\_\_\_ pages."

\_\_\_\_\_  
Complainant: Printed Name

\_\_\_\_\_  
Witnessed by: Printed Name

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time