

CITIZEN COMPLAINT PROCESS

It is the policy of the Jacinto City Police Department that allegations of employee misconduct or criticism of its services, initiated by a citizen or a member of the Department, be thoroughly investigated and promptly adjudicated. Members of the Department and the public they serve should expect no more, and the Department offer no less.

Complaints are received in a number of different manners. They may be in writing, by telephone, or verbally in person. Complaints made in person are reduced to writing and signed by the complainant. Complaints made by telephone are also reduced to writing, and the complainant advised that the complaint must be signed before an investigation will be conducted except under certain circumstances. Third party complaints and complaints that have not been formalized (signed) are not investigated except in rare instances. This decision is made by the Chief of Police, based on the seriousness of the allegation. Anonymous complaints are only investigated at the specific direction of the Chief of Police.

Any police employee having knowledge of a complaint shall refer the complaining party to a Police Supervisor as soon as possible. Should a supervisor not be available, the officer with knowledge of a complaint shall provide the complainant with a *Citizen Complaint Form* and instruct them to return it the next business day to the Internal Affairs Investigator (Operations Commander). A Record of Complaint form and a written statement by the complainant will be completed on all complaints, and forwarded immediately in a sealed envelope directly to either the chief of police or Internal Affairs.

Upon receipt of a complaint by Internal Affairs, it is logged, issued a control number, cross indexed, and classified as Class I or II. The complainant, the officer, the concerned employee's supervisor, and the Office of Chief of Police are notified in writing that the complaint has been received. The only exception to this notification is when the allegation is deemed CONFIDENTIAL by the Chief of Police, and such notification would compromise the investigation.

All investigations conducted by Internal Affairs, are reviewed to ensure that the various allegations have been properly and adequately addressed, and that the investigation was fair and equitable. A letter summarizing the investigation and stating the results is prepared by the Chief of Police or his designee. The completed investigation is referred to the Chief of Police for final review. The Chief of Police ensures the integrity of the Department through intensive and impartial review of each investigation. Upon final review of the completed investigation, the investigative file is returned to Internal Affairs to be checked off in the Control Log, Index Files, and filed in the Internal Affairs Master File. Letters of final classification are then sent to the complainant, the officer involved, and the supervisor of the concerned employee.

Personnel assigned to Internal Affairs utilize recognized and accepted investigative, interview, and interrogation techniques. They conduct a completely impartial and professional investigation to create and maintain an image of fairness and objectivity with the complainant, the accused officer, and all persons involved whether they be protagonist or antagonist.

INSTRUCTIONS FOR MAKING A COMPLAINT

1. Please complete the attached Citizen Complaint form in detail and provide as much information as you can; however, anything that you do not know please leave blank. The area of the form for your narrative description of the events should be as detailed as possible.
2. All allegations must be in writing and signed by the complainant, as unsigned complaints are normally not investigated.
3. Your written statement will need to be detailed and specific, especially when dealing with the allegations of Verbal Abuse, Harassment, or Conduct and Behavior (Rude, what was said, etc.)
4. Normally the concerned employee(s) will be given a copy of the complainant(s) statement in order to answer the allegation(s).
5. You may be asked to take a polygraph examination in the course of the investigation.
6. You will receive a letter of receipt of your complaint, and it will contain a control number and the purpose of the control number.
7. The investigation may be conducted by Internal Affairs or the supervisor of the concerned employee(s), depending on the seriousness of the allegation(s).
8. Complaints which allege physical injury, or where there is a possibility that the complainant may seek medical treatment due to alleged injury inflicted on them by an officer will require a medical release form to be signed by the complainant to provide evidence for a thorough investigation.
9. You will receive a letter advising you of the results of the investigation. If the complaint is sustained, you will not be advised what disciplinary action was taken, but rather just that it was sustained.
10. When you complete the Citizen Complaint Form, please either have it notarized or deliver it in person to Chief J.M. Ayala or a police supervisor so that they can witness your signature.
11. Your written complaint may be given directly to Chief J.M. Ayala, Internal Affairs investigator) or you may place it in a sealed envelope addressed to either Internal Affairs or the chief of police, and then leave it at the front desk of the police department, or return it by U.S. Mail.

We will investigate your complaint in the most efficient and expeditious way possible with the utmost integrity. Please do not hesitate to contact the chief of police at 713-672-2455, should you have any questions or concerns.

Jacinto City Police Department

CITIZEN WRITTEN COMPLAINT FORM

Statement Date: _____ Statement Time: _____

My name is: _____. I am _____ years of age and my date

of birth is: _____. I live at _____ in the City of

_____, State of _____, Zip Code _____. My

home phone number is _____ and my work number is

_____. My social security number is: _____.

In order to conduct a complete and thorough investigation of your complaint, we need you to answer the following questions.

Please Be Specific

1. Date of Incident: _____ Time of Incident: _____ AM/PM

2. Locate of Incident (address): _____

3. Number of Jacinto City Police Officers involved: _____.

List name(s), vehicle number or license plate number, and provide any physical description of officer(s):

A. _____

B. _____

C. _____

4. Number of witnesses involved: _____.

Provide names, addresses and phone numbers.

IF THERE ARE NO WITNESSES, PLEASE WRITE "NONE".

A. _____

B. _____

C. _____

5. Did you sustain any injuries? _____ If yes, please list type of injuries and how they occurred: _____

6. Did you receive medical treatment? _____ If yes, please provide the name, address, and phone number for any hospitals or doctors you saw. Additionally, we will need you to complete a Release of Medical Information form for us.

7. Were you arrested? _____ Were you issued a citation? _____ If yes, please describe and list citation number if applicable:

8. Please use the following space to describe the incident in detail including where you were, what you were doing, and how you came into contact with the officer(s) your complaint is against. Please be specific in describing your actions and what you said as well as the officer's actions and what he/she said.

Witness: _____ Print Name: _____