

## **COMPLAINT DISPOSITIONS**

Any complaint can be made anonymously. However, you cannot be informed of the complaint disposition if you choose to remain anonymous. After a thorough investigation, the complaint will be classified into one of the following dispositions:

**Unfounded:** No verifiable factual base for complaint.

**Exonerated:** The alleged act occurred, but was justified, legal, and/or proper.

**Not Sustained:** Insufficient evidence to prove or disprove the allegation.

**Sustained:** Improper conduct, as supported by a preponderance of the evidence, was committed by the accused employee.

**Misconduct Not Alleged in Complaint:** Acts of misconduct not alleged in the complaint were discovered and supported by a preponderance of the evidence.

**Policy Failure:** Alleged act was committed but employee's actions were consistent with Department policy/procedure. However, policy and procedure corrections are called for to address the nature of the complaint.

**Administrative Inquiry:** Circumstances not adequately covered by the dispositions above, and as deemed necessary by the Chief of Police.

**FINAL DETERMINATION ABOUT THE DISPOSITION OF ANY COMPLAINT AND ANY SANCTIONS TAKEN AS THE RESULT OF SUSTAINED ALLEGATIONS WILL BE MADE BY THE CHIEF OF POLICE**



## **CITIZEN COMPLIMENT/COMPLAINT PROCEDURES**

## **HOW CITIZENS COMPLIMENT OR FILE COMPLAINTS ON DEER PARK POLICE DEPARTMENT EMPLOYEES AND HOW THOSE COMPLIMENTS OR COMPLAINTS ARE HANDLED**

## **DEER PARK POLICE DEPARTMENT**

**281 930-2102**

**FAX 281 478-5717**

**<http://www.deerparktx.gov>**

## COMPLIMENTING AN EMPLOYEE

There are times when employees go above and beyond their call for duty. Law Enforcement employees, like everyone else, appreciate it when their good deeds are noticed. Too often they are remembered for the traffic tickets they issue or the arrests they have to make, and not for the thousands of helping hands they extend.

If an employee of the Deer Park Police Department provides service that you feel should be commended for, please write the Chief of Police a letter or a note to that effect, giving your feelings on what the employee has done that deserves commendation. The Chief will see that it gets to the employee and that a copy is placed in the employee's personnel file. This boosts their morale and encourages them and all other employees of the Department to be more positive about themselves and the service they provide. We are proud of the good relationship we share with the community.

City of Deer Park Police Department

**Gregory L. Grigg**  
Chief of Police

**2911 Center Street**  
**Deer Park, Texas 77536 - 4942**

## THE IMPORTANCE OF YOUR COMPLAINT

The Deer Park 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 Department 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 can not be effective without this vital conviction by both entities.

Police officers must be free to exercise their best judgment 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 Department 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 citation is not a complaint. Such disagreements should be directed to the court that has jurisdiction in the matter.

The 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 PROCESS

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 all findings are based on impartial evidence gained during the investigation.

Citizens can file complaints with any Department employee. The employee who receives the complaint will record the name, address, telephone number (if not anonymous), and the allegations of the complaint. All complaints will be recorded and forwarded for review and investigation.

However, many complaints can be explained satisfactorily by a visit or telephone call to the employee's supervisor. The supervisor will talk with you about the complaint and try to resolve it.

In order to insure the integrity of the Department all complaints are reviewed by the Chief of Police.