

Types of Citizen Complaints:

Generally there are two types of citizen complaints: those regarding a particular police service and those involving police personnel.

Police Service Complaints

Are those types of complaints made regarding any service performed by the Dickinson Police Department, and not specifically directed at an employee.

Police Personnel Complaints

Are those types of complaints regarding the performance of duties, or behavior of Departmental personnel, which include, but of course are not limited to, violations of Federal, State and Local laws, established Departmental policies and procedures.

These types of complaints are generally subdivided into two categories: complaints handled by the immediate supervisor and complaints handled by the Office of the Chief of Police: Examples of complaints handled by the immediate supervisor would be "Rudeness" or "minor driving violations" etc. Examples of complaints handled by the Office of the Chief of Police would be, violation of Federal, State or Local laws, excessive force, etc.

Key Reasons for Monitoring Employee Performance:

- ✓ **Protection of the Public-** The public has the right to receive fair, efficient and impartial law enforcement. We can help to ensure this through the detection, investigation, and adjudication of employee misconduct.
- ✓ **Protection of the Department-** We are often evaluated and judged by the conduct of our individual employees. Therefore, it is imperative that the organization as a whole be free from public censure based upon the misconduct of a few. The community must be confident that the Department will fairly and honestly *police* its own members. We recognize that we have an obligation to not only protect the public from abuse, but to protect the City of Dickinson and its employees from civil litigation that could stem from any misconduct.
- ✓ **Protection of the Employee-** Our employees must also be protected against false allegations of misconduct. This can only be accomplished through a consistently thorough investigative process that ensures their rights are protected and all available evidence is appropriately collected.
- ✓ **Corrections of Procedural Problems-** We are constantly seeking to improve efficiency of the Department, and occasionally, administrative investigations disclose faulty procedures that would otherwise have gone undetected.
- ✓ **Removal of Unfit Personnel-** Personnel who engage in serious acts of misconduct, or who have demonstrated that they are unfit for the law enforcement profession, must be removed for the protection of everyone involved.

DICKINSON POLICE DEPARTMENT COMMENDATION, COMPLAINT PROCESS



Office of the Chief of Police

4000 Liggio Street
Dickinson, Texas 77539

281-337-0476

www.dickinsonpd.com



Office of the Chief of Police

One of the primary responsibilities of any modern law enforcement agency is to have in place a mechanism that monitors the activities of their employees, to ensure that each and every employee is acting with integrity and professionalism.

With that in mind, the Dickinson Police Department has taken a proactive approach by establishing a transparent process to facilitate the investigation of citizen complaints, internal matters or those matters that come into question with the Department. Although the Office of the Chief of Police is the ultimate office responsible for investigating citizen complaints, depending on the nature of the complaint, some of these could be referred to the employee's immediate supervisor or department head for investigation.

It is our goal, to provide the best possible police service to our community, which is why we rigorously monitor the activities of our employees to maintain the highest possible standards of conduct.

Ron Morales
Chief of Police

We welcome your comments

As our professional employees perform their duties we know that there are times that a citizen may want to commend the agency or an employee within the Department, for outstanding performance. We are very interested in hearing about good performance because it validates exactly what we are trying to do; provide the very best service possible. There are also times that we may not meet your expectations, we want to hear about these occurrences as well.

How to contact us

Citizens, who wish to commend or express a concern with the agency or an employee, may contact us in the following ways:

1. By mail or in person at:

Dickinson Police Department
Office of the Chief of Police
4000 Liggio Street
Dickinson, Texas 77539

2. Through our web site at:

www.dickinsonpd.com

3. By phone:

Office of the
Chief of Police
281-337-0476

On-duty Supervisor
281-337-4700

Citizen Complaint Process

The Department will hear all complaints against its members, which have been initiated by any person that is found to have standing for such a complaint.

Complaints may be reported by phone, mail or in person. All complaints will be addressed. Following the first report of your complaint, you will be asked to provide a written statement and following that, the complaint will be investigated. All investigations of citizen complaints will be conducted in a timely matter. Depending on the nature of the complaint, some will take longer than others to investigate. Upon conclusion of the investigation you will be notified of the disposition of your complaint.

The Complaint process is a tool used to evaluate citizen concerns with regards to the performance and actions of our personnel and the agency itself. The process is not used to determine guilt or innocence or to debate the outcome of any legal proceeding; the appropriate court of venue will handle these legal proceedings.

