

FILING A COMPLAINT

Texas State Law (Govt. Code 614.022) requires that all complaints against police officers be in writing and signed by the person making the complaint.

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 very seriously. All complaints are investigated thoroughly and all findings are based on impartial evidence gained during the investigation.

Citizens can file formal complaints with the department in writing at the office any time during normal business hours. All complaints will be forwarded for review and investigation.

To ensure the integrity of the department, all formal complaints are reviewed by the Chief of Police.

Citizens will be notified of the disposition of the complaint, using the coding on the back side of this brochure, after it has been thoroughly investigated.

To file a complaint, please do the following:

Complete the Teague Police Department Officer Complaint Form and do one of the following:

Drop off at our office with the front desk clerk or an officer.

Mail To:

Teague Police Department
315 Main Street
Teague, Texas 75860

Scan and Email to the department at:

policechief@cityofteaguetx.com

COMPLAINT DISPOSITIONS

After a thorough investigation, the complaint will be classified into one of the following dispositions and the citizen filing the complaint will be notified in writing from the Chief of Police:

Unfounded: No Truth to allegations..

Exonerated: allegations true but are the result of adherence to departmental policy or procedure. Exonerated complaints will be reviewed by the Chief of Police for consideration of policy revision.

Not Sustained: unable to verify the truth of the matter under investigation.

Sustained: allegations are true. Complaints will not be classified as sustained unless the finding is based on facts determined during the investigation.

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 to file a compliment or complaint on
Teague Police Department employees
and how those compliments or
complaints are handled.*

TEAGUE POLICE DEPARTMENT

254-739-2553

policechief@cityofteaguetx.com

COMPLIMENTING AN EMPLOYEE

There are times when employees go above and beyond normal expectations for their service to the public. Law enforcement employees, like everyone else, appreciate it when their good deeds are recognized. All too often, however, they are only remembered for the negative encounters by the public we serve, such as traffic tickets or arrests they have made. Rarely are they recognized for the true outpouring of compassion and concern they have extended to the public.

If an employee of the Teague Police Department provides service or creates a positive encounter that you feel should be complimented/commended, please write a letter or email the Chief of Police, or you can contact a supervisor about the good deed the employee has done. This boosts morale and encourages other employees of the department to be more positive about the service they provide to the citizens of our great city. We are proud of the good relationship we share with our community.

To send a compliment, please do the following:

Mail a letter to the Chief of Police at:

DeWayne Philpott
Chief of Police
315 Main Street
Teague, Texas 75860

Or email at:

policechief@cityofteaguetx.com

IMPORTANCE OF YOUR COMPLAINT

The public has the right to expect efficient, fair, and impartial law enforcement. Therefore, any misconduct by Department personnel must be detected, thoroughly investigated, and properly adjudicated to assure the maintenance of these qualities.

The Department is often evaluated and judged by the conduct of individual members. It is imperative that the entire organization not be subjected to public censure because of the misconduct by a individual employed by our department. When an informed public knows that its police department honestly and fairly investigates and adjudicates all allegations of misconduct against its members, this public will be less likely to question the effectiveness of Department investigations of incidents of misconduct.

Employees must be protected against false allegations of misconduct. This can only be accomplished through a consistently thorough investigative process. Personnel who engage in serious acts of misconduct, or who have demonstrated that they are unfit for law enforcement service, must be removed for the protection of the public, the Department, and Department employees.

The Department is constantly seeking to improve its efficiency and the efficiency of its personnel. Occasionally, personnel investigations disclose faulty procedures or policy failures that otherwise would have gone undetected. These procedures can then be improved or corrected.

The Teague Police Department encourages any person to bring forward grievances regarding misconduct by employees. Department members shall receive all complaints courteously and shall handle them efficiently. All officers are obligated to explain complaint procedures to anyone who inquires. Any person aware of the misconduct of a Teague Police Department employee may file a complaint. The complaint can be filed anytime by email, mail, in person or telephone. The complaint will be thoroughly examined by the assigned investigator, reviewed by the chain of command, and then forwarded to a Chief for the final disposition. The person who filed the complaint will be notified, in writing, as to the results of the investigation.