



# TEAGUE POLICE DEPARTMENT

## Officer Complaint Form and Intake Packet

315 Main Street | Teague, Texas 75860 | 254-739-2553 | Fax 254-739-3213

### Purpose

This packet helps any person submit a clear, signed written complaint or service concern about Teague Police Department personnel or services. Complaints are reviewed professionally, documented consistently, and handled according to applicable law and department policy.

## How to Submit a Complaint

1. Complete the form with as much specific information as you can provide. If you do not know an answer, write Unknown.
2. Sign the sworn complaint declaration before a notary or other officer authorized to administer oaths. Teague Police Department accepts sworn complaints only. Texas Government Code Section 614.022 requires a complaint considered by a local law enforcement agency head to be in writing and signed by the complainant.
3. Submit the original signed and sworn packet in person or by mail. Email, fax, or scanned copies do not replace the original sworn document required for the complaint file.
4. Submit all available supporting materials with the packet, including documents, photographs, video links, citations, case numbers, medical records, witness information, or other evidence relevant to the complaint.

## What Happens Next

The department handles complaints under applicable state law and Teague Police Department Policy 2.3, Internal Investigation Process. Department personnel are expected to receive complaints courteously, explain the complaint process, and promptly route complaints to a supervisor or the Chief of Police.

After the original sworn complaint is received, the Chief of Police or designee will acknowledge receipt in writing as soon as practical, enter the matter into the complaint log, assign a complaint number, and determine investigative responsibility.

Minor service, courtesy, policy, or performance concerns may be assigned to a supervisor for investigation and resolution. Allegations involving law violations, serious policy violations, excessive force, untruthfulness, discrimination, civil rights concerns, or other serious misconduct may be investigated by the Chief of Police, an assigned investigator, or an outside agency when appropriate.

The assigned investigator may contact the complainant, witnesses, or involved employees; review reports and records; secure documents and evidence; photograph visible injuries; and prepare findings and recommendations through the chain of command.

Texas Government Code Section 614.023 requires a copy of a signed complaint against a covered officer or employee to be provided to that officer or employee within a reasonable time after filing; disciplinary action may not be taken unless that copy has been provided.

Upon completion, the Chief of Police or designee will notify the complainant in writing of the result to the extent permitted by law, city policy, personnel-record rules, and Policy 2.3. Completed complaints are classified as unfounded, exonerated, not sustained, or sustained.

### Important Notice

This complaint process reviews department service, conduct, policy, and professionalism under state law and Teague Police Department Policy 2.3. It does not replace a court process, change citation or arrest deadlines, award damages, or determine criminal guilt. If your concern involves criminal misconduct, civil rights violations, or licensing issues, you may also contact the appropriate prosecuting authority, Texas Rangers, FBI, TCOLE, or private counsel.

## Legal References

Reference	Plain-language summary
Texas Government Code Section 614.022	Written and signed complaint requirement.
Texas Government Code Section 614.023	Copy of signed complaint to covered officer or employee; discipline condition.
Texas Penal Code Section 37.02	Knowingly false statements made under oath may constitute perjury.

Sources: Texas Constitution and Statutes; Texas Commission on Law Enforcement complaint procedures; Teague PD Policy 2.3.

## Department Use Only

Complaint / IA No.	Received Date and Time	Received By
Method Received	Assigned To	Target Completion / Review Date

- Service concern
- Personnel complaint
- Use of force allegation
- Bias-based policing / racial profiling allegation
- Criminal misconduct allegation
- Other: \_\_\_\_\_

## Person Making Complaint

Last Name	First Name	Middle Name
Date of Birth	Driver License / ID No.	State
Home Phone	Mobile Phone	Email
Mailing Address	City	State / ZIP
Preferred Contact Method	Best Time to Contact	Interpreter / Accommodation Needed

## Person Directly Affected

Complete this section if the person directly affected is different from the person making the complaint.

Last Name	First Name	Middle Name
Date of Birth	Phone	Email
Mailing Address	City	State / ZIP
Relationship to Complainant	How Affected	Case / Citation / Arrest No.

## Incident Information

Date of Incident	Time of Incident	Location
Officer Name(s) / Badge No(s), if known	Patrol Unit / Vehicle, if known	Report / CAD No., if known
Reason for Police Contact	Was anyone arrested, cited, injured, or searched?	Were cameras or phones recording?

## Allegation Type

Check all that apply. These categories help route the complaint; they do not limit the department's review.

- Discourtesy, professionalism, or customer service
- Improper stop, detention, search, seizure, arrest, or citation
- Use of unnecessary or excessive force
- Bias-based policing, racial profiling, discrimination, or harassment
- Policy violation, neglect of duty, or failure to take required action
- Untruthfulness, report issue, evidence issue, or body-worn camera concern
- Vehicle operation or pursuit concern
- Criminal conduct allegation
- Other: \_\_\_\_\_



## Witnesses

List people who saw, heard, recorded, or otherwise have direct information about the incident.

### Witness 1

Name	Phone	Email
Address / City / State / ZIP	Relationship to Incident	Preferred Contact Method

### Witness 2

Name	Phone	Email
Address / City / State / ZIP	Relationship to Incident	Preferred Contact Method

### Witness 3

Name	Phone	Email
Address / City / State / ZIP	Relationship to Incident	Preferred Contact Method

## Evidence and Attachments

- Photos or video
- Body-worn camera, dash camera, or surveillance camera location
- Citation, report, dispatch, or court paperwork
- Medical records or injury photos
- Text messages, emails, social media, or call logs
- Other documents or records

Attachment Description	Submitted With Form? Yes / No	Where Evidence Can Be Located
------------------------	-------------------------------	-------------------------------

# Complainant Declaration

## Read Before Signing

Teague Police Department accepts sworn complaints only. Do not sign this section until you are before a notary public or another officer authorized to administer oaths. Knowingly false statements made under oath may be subject to criminal or civil consequences under applicable law.

## Sworn complaint affidavit

Before me, the undersigned authority, personally appeared

\_\_\_\_\_, who, after being duly sworn, stated under oath that the facts contained in this complaint and all attachments are within the complainant's personal knowledge and are true and correct.

\_\_\_\_\_  
Signature of Complainant, sworn before authorized officer

\_\_\_\_\_  
Date

## Notary / officer certification

Subscribed and sworn before me on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by

\_\_\_\_\_.

\_\_\_\_\_  
Notary Public Signature and Seal

\_\_\_\_\_  
Commission Expires

## Department Receipt

\_\_\_\_\_  
Signature of City / Department Official Receiving Complaint

\_\_\_\_\_  
Date Received

Printed Name and Title	Employee ID / Initials	Copy or Receipt Provided?

## Disposition Notice

To be completed by the department at case closure, subject to applicable confidentiality and personnel-record laws.

- Sustained
- Not sustained
- Unfounded
- Exonerated
- Policy failure / training issue
- Closed administratively
- Referred to another agency or authority

Final Notice Sent By	Date Sent	Method