



Compliment or Complaint on an Officer

Instructions

How to Make a Compliment on an Officer

A compliment on an officer can be made on a compliment form that can be obtained in person at the City of Snook City Hall located at 10245 FM 2155, Snook, Texas 77878. A compliment form can also be downloaded from the Snook city website at <https://www.cityofsnook.com/>. For questions, the phone number to the City of Snook City Hall is (979) 272-3021.

How to Make a Complaint on an Officer

A complaint can be made on an official complaint form that can be obtained in person at the City of Snook City Hall located at 10245 FM 2155, Snook, Texas 77878. A complaint form can also be downloaded from the Snook city website at <https://www.cityofsnook.com/>. For questions, the phone number to the City of Snook City Hall is (979) 272-3021.

When filling out the complaint form, please be sure to supply as much information as possible. The complaint will need to be signed and notarized. Do not sign the complaint form until you are physically before a Notary Public.

State law states that in order for the Chief of Police, Marshal, or receiving agency, to take disciplinary action:

- 1. The complaint must be in writing and signed by the complainant as well as notarized.**
- 2. The officer who is the subject of the complaint must receive a copy of the complaint.**

Only complaints that are completed, signed, and notarized will be accepted. The complaints must be originals. Photocopies will not be accepted.

If your inquiry or complaint appears to be based on a lack of knowledge or a misunderstanding, the employee may be called upon to offer an explanation. If you are not satisfied, your inquiry or complaint will be forwarded to the property authority for investigation.

In no case will a citizen be denied an opportunity to file a complaint either oral or written against a department employee.

Investigative Procedure

Once your complaint has been received, it will be thoroughly investigated by an officer designated by the Marshal. If the complaint is on the Marshal, the complaint will be investigated by the City Administrator or an external agency, depending on the seriousness of the complaint. A simple inquiry may take only a day or two to complete, while a complex complaint may take several weeks or months to complete.

If the investigation determines an employee violated Departmental policies or procedures, appropriate corrective action will be taken.

Findings

You will receive written notification at the conclusion of an internal investigation regarding a formal complaint. There are four possible complaint findings.

1. Unfounded - no truth to allegations.
2. Exonerated - allegations true, but are the result of adherence to departmental policy or procedure. Exonerated complaints will be reviewed by the Marshal for consideration of policy revision.
3. Not sustained - unable to verify the truth of the matter under investigation.
4. Sustained - allegations are true. Complaints will not be classified as sustained unless the finding is based on facts determined during the investigation. (TBP: 2.04)

Definitions – Types of Complaints

Class I – Oral complaints

Class II – Formal complaint without allegation of criminal misconduct

Class III – Formal complaint with allegation of criminal conduct

Complaint Form

The Department and its employees shall immediately provide to any interested person who comes to the Department and request, the procedures for and the official department form for filing any Class II or III Internal Affairs Complaint.

Who may take a complaint

- The Chief or Police, or designee
- The City Administrator
- An outside law enforcement agency, i.e. F.B.I., Texas Rangers (Class III complaint only)

Time Limit

Complaints against employees will not be accepted more than thirty (30) days after the alleged incident unless:

- a. The act complained of is a criminal violation in which case the criminal statute of limitation will prevail;
or
- b. The complainant can show good cause for the delay.

Notification

Within ten (10) business days of the completion of the investigation of a formal complaint, the Chief of Police shall mail the complainant written notification of the findings.