

HOW ARE WE DOING?



GOT A COMPLIMENT, COMPLAINT, OR COMMENT?

Information on sharing your views concerning Alvin Police Department employees' performance and behavior and how complaints are handled.

Alvin Police Department
1500 S. Gordon St.
Alvin, Texas
281-388-4370

Alvin Police Department
1500 S. Gordon St.
Alvin, Texas 77511

Procedures are in place to prevent retaliation against anyone who files a legitimate complaint.

Complainants who have current criminal or traffic charges pending in an incident should be aware that the internal review process deals solely with matters of departmental policy and the conduct of police officers and civilian employees.

Regardless of the outcome of the internal investigation, existing criminal or traffic charges must be dealt with through the proper courts.



The Importance of Your Input:

The Alvin Police Department recognizes the value of a community and police partnership and welcomes your views. The proper relationship between police employees and citizens is necessary to gain confidence and trust, which is essential to effective law enforcement. Your input permits us to develop policies and community responses, reinforce positive behavior and implement appropriate corrective measures when necessary.

This pamphlet was developed to provide citizen's with a step-by-step guide for sharing information with the policymakers of the police department. Citizens may use these guidelines to share compliments, general comments or complaints about staff and services. Regardless of the tenor of your correspondence the procedures for submission are the same.

In instances where you wish to compliment an officer or our service we will share your comments with all of our employees and place copies of the correspondence in the affected employee's file. We thank you for taking the time to share your appreciation.

In instances where you have a general comment we may contact you directly to seek further input, we may present directly to staff for consideration in future policy development or we may share with our employee's as appropriate. Again, we thank you for the input.

In instances where you have a complaint against an employee or our services the following guidelines should assist you.

A disagreement over the validity of a traffic citation or an arrest is not a complaint. Such disagreements should be directed to the court that has jurisdiction in the matter.

Sharing your Information with us:

There are four ways you can submit a concerns to the Alvin Police Department:

1. Submit your written complaint in person at the police department
2. Telephone the police department at 281-388-4370 and request to speak to a supervisor or internal affairs investigator.
3. Via the website at Alvinpolice.org on the "Contact Us" page.
4. Mail a letter describing your complaint to:

**Alvin Police Department
Attn: Chief Robert E. Lee
1500 S Gordon St.
Alvin, Texas 77511**

The Complaint Process

All complaints, including those of racial profiling, are investigated thoroughly and all findings are based on impartial evidence gained during the investigation.

The Department realizes that confusion, perception or timeliness of information sometimes will result in different versions of the same incident. Beyond legitimate error however, the deliberate reporting of information the complainant knows to be false or misleading will constitute a violation of State law.

Our complaint process is designed to deal with each case factually and fairly. Citizens who file complaints are treated respectfully and all accusations against police employees are taken seriously.

Shift supervisors are available at any time, day or night, to discuss or initiate your complaint about any member of the department.

******* Please Note*******

Per Government Code Sec 614.022 an anonymous complaint may not result in administrative action.

Dispositions:

Any complaint may be made anonymously, however you cannot be informed of the internal review's results if you choose to remain anonymous. After a thorough investigation, the complaint will be classified into one of the following dispositions:

Exonerated - Incident was lawful and proper.

Unfounded - Incident did not occur or the affected employee was not involved.

Not Sustained - Insufficient evidence was found to clearly prove or disprove the allegation.

Sustained - The allegation is supported by sufficient evidence. Violation of policy and/or procedure did occur and the appropriate administrative action will be taken.

There are six (6) types of administrative action that can be recommended for a sustained case:

- ◆ **Training**
- ◆ **Verbal/Written counseling**
- ◆ **Written Reprimand**
- ◆ **Suspension**
- ◆ **Termination**
- ◆ **Criminal Prosecution**

The Chief of Police makes the final determination about the disposition of the case.