

### Commitment to Service

The Lake Dallas Police Department makes the welfare of all Lake Dallas residents and visitors our number one priority. The department is committed to taking action in cases where a police department employee has committed acts that violate the law or department policy. We are also committed to seeking the truth and providing our citizens and employees with a fair and impartial complaint process.

## City of Lake Dallas Police Department

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## Police Employee Compliment and Complaint Procedures



*City of Lake Dallas  
Police Department*

## Introduction

The Lake Dallas Police Department is dedicated to providing the best police service possible to the residents and visitors of Lake Dallas. Police employees are carefully selected and provided with the best training possible. You may have occasion to compliment a member of the Lake Dallas Police Department or lodge a complaint in reference to the actions of a member of the department. This brochure provides information about how compliments and complaints are made, how complaints are investigated, and their results. If it becomes necessary for you to make a complaint, you can be assured that it will be given a fair and thorough investigation.

## How to File a Compliment

A person wishing to compliment an officer may send a compliment to the mailing address listed in this brochure, or contact any supervisor in person or by telephone at the Lake Dallas Police Department. You may also email [info@lakedallaspd.org](mailto:info@lakedallaspd.org).

## How to File a Complaint

A person wishing to file a complaint should first contact a supervisor in person or by telephone at the Lake Dallas Police Department. The supervisor will give you a Lake Dallas Police Department Complaint Against a Police Officer or Employee form and will explain the complaint process to you. If you are unable to come to the police department, a form will be mailed to you. A notarized complaint form is desirable, but not necessary. You may also email [info@lakedallaspd.org](mailto:info@lakedallaspd.org).

Texas State Law (Government Code 614.022) requires that all complaints against police officers be in writing and signed by the person making the complaint. Police officers must be given copies of complaints before any disciplinary action may be taken. The Internal Affairs Unit will conduct a thorough investigation of your complaint and you will be advised of the outcome.

Differences of opinion between police officers and citizens over the issuance of traffic tickets for the guilt or innocence of the persons cited will not be investigated unless there is a specific allegation of misconduct against a member of the department.

## False Complaints

Any complaint filed with the Lake Dallas Police Department is accepted in good faith and investigated in a fair and objective manner. But please consider, because of the very nature of law enforcement, that there are those who would wrongly accuse police officers. In order to protect and encourage those who submit honest and factual complaints regarding the conduct and performance of police employees, sufficient State laws are in place to discourage those who would wrongly accuse police. These laws are found in the Texas Government Code under Title 6 and the Texas Penal Code under sections 37.02 and 37.08.

## What Happens When a Complaint Is Found to Be True?

When the investigation of a complaint reveals the allegation is true and should be sustained against the police employee, the action taken depends on the degree of the offense, the record of the offender and

the seriousness of the violation. The department may take the following actions, depending on the nature and severity of the violation: Training, Counseling, Oral Reprimand, Written Reprimand, Administrative Leave with or without Pay, Suspension, Reduction in Rank, or Termination.

## What Happens if the Complaint is Not Substantiated?

If there is not sufficient evidence to support the allegation, the investigation is closed and no further action is taken.

## Racial Profiling

Art. 3.05. of the Texas Code of Criminal Procedure defines Racial Profiling as “a law enforcement-initiated action based on an individual's race, ethnicity, or national origin rather than on the individual's behavior or on information identifying the individual as having engaged in criminal activity.”

## Racial Profiling Prohibited

Racial profiling by officers is strictly prohibited by the Lake Dallas Police Department. Officers who violate this policy are subject to the same actions described in “What Happens When a Complaint Is Found to Be True?” Complaints alleging racial profiling are accepted and investigated in the same manner as other complaints.

## Right of an Employee to Appeal

The City of Lake Dallas has established procedures by which an employee can appeal discipline taken against them. These procedures are to ensure fundamental fairness to all parties involved.