

## Tell Us About It

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The employees of the Gladewater Police Department are committed to providing the best service possible to our citizens.

In an effort to maintain a high standard of excellence, we are constantly looking for ways to improve our level of service.

It is important to us to know that we are doing everything we can to improve the quality of life for our citizens and make Gladewater a great place to live and work.



## Complaints against Officers or Staff of Gladewater PD.

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### Gladewater Police Department

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511 S Tyler St  
Gladewater, TX 75647

Phone: 903-845-2166  
Fax: 903-845-6878  
E-mail: [info@gladewaterpd.com](mailto:info@gladewaterpd.com)

### Gladewater Police Department

*Doing the right things the right way for the right reasons.*

## How are complaints made?

*The Gladewater Police Department is dedicated to providing the best police service possible to all citizens. Police officers are carefully selected and given the best training possible in order to provide this service. However, you may have occasion to lodge a complaint about the actions of a member of the Gladewater Police Department. In order to be responsible to you, we are providing the following information about how complaints are made, how they are investigated, and their result.*

When a citizen lodges a complaint against a member of the Gladewater Police Department, the complaint goes to the Professional Standards Officer, located at 511 S. Tyler Street. An investigator is assigned to review and investigate your complaint. The office is open from 8:00 a. m. until 5:00 p. m. each weekday. The telephone number is 903.845.2166.

If the Professional Standards Officer is unavailable, you may file a complaint with any police supervisor (sergeant or above) of the Gladewater Police Department. Your complaint will then be forwarded to the Professional Standards Officer for investigation.

Texas Law requires that all complaints against police officers be in writing and signed by the person making the complaint. Just as citizens who are arrested must be notified of the charges against them, the police officer must be given a copy of a personnel complaint before any disciplinary action may be taken.

Complaints must be made within 30 days of the incident complained about, except in special cases (such as criminal misconduct or when good cause can be shown by the person complaining). Complaints must be made by the person who claims to be aggrieved. Other persons may give statements as witnesses.

An investigator will conduct an investigation of your complaint, and you will be advised of the result and action taken.

### Traffic Citations

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

### False complaints

Sometimes people make false complaints against police officers. Citizens should be aware that this is a violation of the Texas Penal Code. Section 37.02 provides punishment for an individual adjudged guilty of committing an offense if, with intent to deceive and with knowledge of the statement's meaning:

“He makes a false statement under oath or swears to the truth of a false statement previously made; and, the statement is required or authorized by law to be made under oath.”

A person convicted under this Section can be punished by a fine up to \$2,000, confinement in jail up to one year, or by both fine and imprisonment.

### What happens when a complaint is found to be true?

When the investigation of a complaint reveals that the charges are true and should be sustained against a police officer, the Chief of Police will notify the officer and may take one of the following actions depending on the nature of the violation.

1. Written Reprimand.
2. Suspension.
3. Demotion.
4. Termination.

### What happens if the complaint is not true?

Police officers must be accorded certain rights, the same as with all citizens, and complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the officer is notified and continues on duty. If the officer was removed from duty during the investigation, the officer will be paid for that period. The complainant is also notified by mail of the investigation's

results.

### Officers can appeal the decision

Just as a citizen charged with a criminal offense can appeal a court's decision, police officers can appeal the action taken against them. The City of Gladewater has established procedures for officers to follow in their appeals, just as the Police Department has established procedures for insuring that complaints by citizens against officers are thoroughly and honestly investigated.

### What if you are not satisfied with the decision?

If you are not satisfied with the results of the investigation by the Professional Standards Officer, you may appeal to:

1. The Office of the Police Chief, located at Gladewater Police Department. The telephone number is 903.845.2166.
2. The Office of the City Manager, located at City Hall at 519 E. Broadway St. The telephone number is 903.845.2196.

### A Word About Racial Profiling

The Gladewater Police Department does not tolerate the practice of racial profiling by its officers. Racial profiling is the practice of detaining an **individual and conducting an inquiry** into that person's activities simply because of the individual's race, ethnicity or national origin. This is strictly prohibited. Furthermore, officers are not allowed to consider these factors in deciding when - and against whom - to take enforcement action. As part of its commitment to unbiased policing, the department also forbids its officers to consider a person's religion, age, and gender when making these decisions. If you believe that an officer inappropriately considered your race, ethnicity, national origin, religion, age, or gender in making a detention or enforcement decision, you are encouraged to file a complaint.

