

TARLETON STATE UNIVERSITY POLICE DEPARTMENT

To Present a Complaint, What do I do?

To present a matter of concern to the University Police Department, you may call (254)968.9002 or come by the University Police Department located at 895 N Harbin.

There are basically two types of complaints:

INFORMAL:

An informal complaint can be made verbally or in writing (no signature is required). In most cases, your problem does not need to be in writing and any employee at the police department can help you with your concern. A supervisor can take your complaint over the phone and fill out an informal complaint form. No formal disciplinary action can be taken based on a verbal complaint.

Please note: Government Code 614.022 & 614.023 require all complaints against firefighters or police officers to be in writing in order to be considered by the Chief of the Fire or Police Departments. The complaint must be in writing and signed by the complainant. A copy must be submitted to the employee before disciplinary actions are taken.

FORMAL:

A formal complaint must be in writing and must be signed by the complainant and witnessed by a police department supervisor or the police department secretary.

If your problem has to do with a complaint against an employee or the way in which you were treated by an employee, and you wish to file a formal complaint, you will need to put your concern in writing. Your complaint can be filed with the police department secretary/designee (forms are available upon request). The complaint will be routed to the appropriate supervisor who will conduct a thorough investigation of your complaint, and you will be advised of the result and any action taken.

It is suggested that complaints should be made as soon as possible after the incident, except in special cases (such as criminal misconduct or when good cause can be shown by the person complaining). Complaints against employees must be made by the person who claims to be aggrieved. Other persons may give statements as witnesses.

If you desire a response, you will be notified by either phone or in writing (whichever you prefer).

**TARLETON STATE UNIVERSITY POLICE DEPARTMENT
INFORMAL CITIZEN REQUEST FOR ACTION**

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Date Complaint Received: _____ Time Received: _____

Description of Complaint: _____

Supervisor Complaint received By: _____

Response to Complaint: _____

Response Made By: _____ Date: _____

Evaluation of Complaint: _____

Evaluation Made By: _____ Date: _____

Do you wish to be contacted? _____ Yes _____ No

Name _____ Phone No. _____ Date Contacted _____

