

Complaint/Commendation Procedures

The Importance of Your Complaint

The Kyle Police Department recognizes that employees are responsible for their conduct where the public is concerned. The Department also acknowledges that, at certain times, conflict between citizens and agency employees can arise. It is essential to the safety of our community that the relationship between police and citizens is built on confidence and trust. Law Enforcement cannot be effective without this vital conviction to both entities.

Police Officers must be free to exercise their best judgment and initiate proper action in a reasonable, lawful, impartial manner, without fear of reprisal. At the same time, they must observe the rights of all people. The complaint process and appropriate disciplinary procedures not only subject agency members to corrective action when they conduct themselves improperly, the guidelines also protect them from unwarranted criticism when they discharge their duties properly.

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

The Police Department realizes that confusion, different perceptions, or the timeliness of information sometimes will result in descriptions that produce different versions of the same incident. Beyond legitimate error; however, the deliberate making of a report that the complainant knows to be false or misleading could constitute a violation of State Law.

Complaint Procedures

The complaint process is designed to deal with each case factually and fairly. Citizens who file complaints are treated respectfully, and their accusations are taken seriously. All complaints are investigated thoroughly, and all findings are based on impartial evidence gathered during the investigation.

However, many complaints can be explained satisfactorily by a visit or telephone call to the employee's supervisor (usually a Sergeant or Patrol Captain). The supervisor will talk with you about your complaint and try to resolve it.

The Chief is usually available Monday through Friday, 8AM-5PM to discuss your complaint about any member of the department.

Complaints may be lodged as a Formal or Informal Complaint. The Formal Complaint must be in writing, signed by the complainant, and be notarized and returned to the Records Department. The Informal Complaint may be written or oral. All complaints will be dealt with in the same manner. Formal Complaints will be responded to in writing once the investigation is completed.

FINAL DETERMINATION ABOUT THE DISPOSITION OF ANY COMPLAINT WILL BE MADE BY THE CHIEF OF POLICE.

Complimenting an Employee

If an officer and/or employee of the Department provides service that you feel should be commended, please write the Chief a letter or note to that effect or you may fill out the KPD Recognition Form, giving your feelings on what the officer or employee has done that deserves commendation. The Chief will see that it gets to the employee and a copy will be placed in the employee's personnel file. This boosts their morale and encourages them and all other officers and employees to be more positive about themselves and the service they provide. We are proud of the good relationship we share with the community.

Supporting Documents

Complaint/Commendation Procedures

Published on City of Kyle Texas Official Website (<http://www.cityofkyle.com>)

 [citizens_complaint_procedures_brochure.pdf](#)

 [complaint_form.pdf](#)

 [recognition_form.pdf](#)

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