

## Complimenting an Employee

As we recognize that conflict between citizens and agency employees can arise, we also realize that there are times when employees go above and beyond their call for duty. Law enforcement employees, like everyone else, appreciate when their good deeds are noticed. To often they are remembered for the traffic tickets they issue or the arrests they have to make, and not for the thousands of helping hands they extend.

If an officer and/or Employee of the Kyle Police Department provides services that you feel should be commended, please write the Chief a letter or a note to that effect or you may fill out the **KPD Recommendation 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 is placed in the employee's personnel file. This boosts their morale and encourages them and all other Officers and Employees of the Department to be more positive about themselves and the service they provide. We are proud of the good relationship we share with the community.

# KYLE POLICE DEPARTMENT

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Kyle, Texas 78640

Phone: 512-268-0859

Non-Emergency:

512-268-3232

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**In An Emergency  
Dial 9-1-1**

**Jeff Barnett  
Chief of Police**

# KYLE POLICE DEPARTMENT



## CITIZEN'S COMPLAINT AND COMMENDATION PROCEDURES

[www.cityofkyle.com/police](http://www.cityofkyle.com/police)

# COMPLAINT PROCEDURES & DISPOSITIONS

## 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, conflicts between citizens and agency employees can arise. It is essential to the safety of our community that the relationship between police and citizens be built on confidence and trust. Law Enforcement can not 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 complaint 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 Captain for officers and the Support Services Supervisor for dispatchers and records personnel. The supervisor will talk with you about your complaint and try to resolve it.

The Chief is usually available Monday through Thursday, 7AM—6PM 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.



## Complaint Dispositions

Any complaint can be made anonymously without giving your name; however, you cannot be informed of the results of the internal review if you choose to remain anonymous.

**Unfounded:** incident did not occur, or affected employee was not involved.

**Exonerated:** Incident occurred, but actions taken were lawful and proper.

**Not Sustained:** Insufficient evidence exists to prove the allegation.

**Sustained:** evidence is sufficient to prove the allegation.

Sustained allegations could result in additional training, counseling, oral or written reprimand, suspension, or termination.

Although employee named in a complaint will at some point be required to respond to the specific allegation, complaints need not be concerned that they will be subject to retribution for legitimately stating a complain because procedures are in place to prevent this.

Complainants who have current criminal or traffic charges pending should be aware that the internal review process deals solely with department police matters and the conduct of agency employees. Regardless of the outcome of an internal investigation, existing criminal or traffic charges must be dealt with through proper courts.

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