

COMPLAINT POLICY

Ovilla Police Department

The Ovilla Police Department is committed to maintaining the high standards of a professional police organization. Therefore, we encourage any citizen who may feel an officer or employee has potentially violated a departmental policy, City of Ovilla rule, displayed unethical or unacceptable behavior, violated any civil or criminal statute or lawful regulation, or participated in any form of racial profiling, to submit a complaint so we may investigate and correct any deficiencies within our department.

Ovilla Police Department policy limits the acceptance of a complaint to within 30 days after the alleged incident. This may be waived if the citizen can show good cause for not making the complaint sooner or if the complaint involves a criminal law violation or serious issue involving officer integrity or unethical conduct.

Please Note: The Ovilla Police Department **does not investigate complaints concerning traffic citations or criminal charges when an individual's guilt or innocence is the only issue in question.** These cases will go through the appropriate court for disposition.

Persons desiring to make a complaint must understand the importance of submitting their complaint in writing with their signature affixed. The Texas Government Code, Section 614.022, provides that all complaints to be considered on law enforcement officers must be in writing and signed by the person making the complaint.

A person refusing to make a written complaint or who makes an anonymous complaint does not necessarily prevent an investigation from being initiated on the facts provided but does cause the matter to be more difficult to process to an effective conclusion.

Written complaints against police personnel will be investigated by the department's INTERNAL AFFAIRS division and assigned an individual control number.

Non-written complaints will be forwarded up the department's chain of command by the officer or employee receiving the complaint in the form of a special report. Once received by command staff, if the complaint appears serious in nature or warrants further investigation, it will also be forwarded to the INTERNAL AFFAIRS division and assigned an individual control number.

INTERNAL AFFAIRS:

The investigation itself will be assigned to an investigator by the INTERNAL AFFAIRS Lieutenant. If needed, the investigator will contact the person making the complaint for further interview and to gather any additional relevant information.

The officer or employee named as the subject of the complaint, will be notified of said complaint and his / her duty to participate in the department's investigation per the Ovilla Police Department's personnel policies and regulations.

Upon conclusion of the INTERNAL AFFAIRS investigation, a summary of the investigation and its conclusions will be prepared and forwarded to the INTERNAL AFFAIRS Lieutenant. The Lieutenant will then decide and take whatever disciplinary action, if any, is warranted. Disciplinary action may range from verbal or written counseling, remedial training, suspension, or termination.

Once the investigation is complete, the citizen will be provided a summary letter explaining the conclusions of the investigation and actions taken. Some detailed information may be omitted from the summary due to privacy laws.

If the citizen is not satisfied with the outcome of the investigation, or has addition concerns, they may further appeal to the Chief of Police.

DEPARTMENT CONTACT INFORMATION:

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