

## Mission Statement

The Red Oak Police Department is committed, in partnership with the community, to provide the highest quality of police services by using innovative, proactive approaches to improve the quality of life in Red Oak, while at the same time maintaining respect for the rights and dignity of all.

## Departmental Values & Principles

- Leadership
- Pride
- Dedication
- We Are Fair, But Firm
- Integrity

The Red Oak Police Department is vitally interested in the welfare of its citizens and in taking action where its employees have proved derelict in their duties or are guilty of any wrongdoing. If it becomes necessary for you to make a complaint, you can be assured that it will be given a fair and thorough investigation.

Additionally, if you have occasion to see a police officer doing outstanding work, tell them about it, or you may contact us.

Your Red Oak Police Officers are individuals who are dedicated to serving you and our community.

Red Oak Police  
Department  
547 N. Methodist  
Red Oak, TX 75154

## Professional Standards

Lt. M. Schroeder  
mschroeder@redoaktx.org  
469-218-7708

To speak with an  
on duty Red Oak  
PD Sergeant :

Call our dispatch  
center at  
972-775-3333  
to request  
contact.



City of  
**Red Oak**

# COMPLAINT FORM



# HOW TO FILE A COMPLAINT AGAINST AN OFFICER

## HOW ARE COMPLAINTS MADE?

When a citizen lodges a complaint against a member of the Red Oak Police Department, the complaint goes to the Professional Standards Office. The complaint is reviewed and discussed with the Chief of Police and investigated. The office is open from 8 AM to 5 PM each weekday. You can call the Professional Standards Office at 469-218-7708 or you can e-mail Professional Standards at [mschroeder@redoaktx.org](mailto:mschroeder@redoaktx.org). After hours or on the weekends, you may call dispatch at 972-775-3333 and an on duty police sergeant will assist you. If the Professional Standards Lieutenant is unavailable, you may file a complaint with any police supervisor (sergeant or above) of the Red Oak Police Department. Your complaint will then be forwarded to Professional Standards for further investigation .

Texas Government Code 614.022 requires that all complaints against police officers be in writing and signed by the person making the complaint. Texas Government Code 614.023 requires that a copy of the complaint be given to the officer as well. 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, citation or warning 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 findings

## TRAFFIC CITATIONS

A disagreement over the validity of a traffic citation is not a complaint. Such disagreements should be directed to the municipal 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.

Training / Counseling	Written Reprimand.
Suspension.	Demotion.
Termination.	

## WHAT HAPPENS WHEN A COMPLAINT IS FOUND TO BE 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 of the investigations 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 Red Oak 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.

Final determination of the disposition of a complaint is made by the Chief of Police.

## WHAT IF YOU ARE NOT SATISFIED WITH THE DECISION?

If you are not satisfied with the results of the investigation or the findings you may contact the Professional Standards to discuss your concerns or other available options that may be available.

## RACIAL PROFILING

The Red Oak 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.