

The Longview Police Department is dedicated to providing the best police service possible to all citizens. Police officers are carefully selected and given the best training possible in order to provide this service. However, you may have occasion to lodge a complaint about the actions of a member of the Longview Police Department. In order to be responsible to you, we are providing the following information about how complaints are made, how they are investigated, and their result.

How are complaints made?

When a citizen lodges a complaint against a member of the Longview Police Department, the complaint goes to the Office of Professional Standards, located at 302 W. Cotton St. An investigator is assigned to review and investigate your complaint. The office is open from 8:00 a. m. until 5:00 p. m. each weekday. The telephone number is 237-1103. After hours or on the weekends, you may call 237-1199 and a police supervisor will assist you.

If the Office of Professional Standards is closed, you may file a complaint with any police supervisor of the Longview Police Department. Your complaint will be forwarded to the Office of Professional Standards for investigation.

Texas Law requires that all complaints against police officers be in writing and signed by the person making the complaint. 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 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 result and action taken.

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 officer's Bureau Commander notifies the officer and may take one of the following actions depending on the nature of the violation.

1. Reprimand the employee.
2. Suspend the employee without pay.
3. Demote the employee.
4. Discharge the employee.

What happens if the complaint is 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 by mail of the investigation results.

Officers can appeal the decision

Just as a citizen charged with a criminal offense can appeal a court's decision, police officer's can appeal the action taken against them. The City of Longview 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.

What if you are not satisfied with the decision?

If you are not satisfied with the results of the investigation by the Office of Professional Standards, you may appeal to:

1. The Office of the Police Chief, located at 302 W. Cotton. The telephone number is 237-1100.
2. The Office of the City Manager, located at City Hall at 300 W. Cotton. The telephone number is 237-1021.

A Word About Racial Profiling

The Longview 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.

LONGVIEW POLICE DEPARTMENT

Principles of Policing

1. The Longview Police Department shall preserve and advance the principles of democracy.
2. The Longview Police Department places its highest value on the preservation of human life.
3. The Longview Police Department believes that the prevention of crime is its number one operational priority.
4. The Longview Police Department will involve the community in the delivery of its services.
5. The Longview Police Department believes it must be accountable to the community it serves.

[Source: U.S. Department of Justice 1982, 1993. Adapted]

The Longview Police Department is vitally interested in the welfare of all citizens and in taking action where its employees have proved derelict in their duties or are guilty of 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 Longview Police Officers are individuals who are dedicated to serving you and our community.

**Longview Police
Department
302 W. Cotton
Longview, TX
75601**

Office of Professional Standards

**Sergeant
Benjamin Kemper**

903-237-1103

**To Contact A Police Supervisor
After Office Hours
Please call:
(903)237-1199**



“A Recognized Texas Agency”

Complaints Against Longview Police Officers

