



Complaints Against Hudson Oaks Police Officers (Including Complaints of Racial Bias)

The Hudson Oaks Police Department is committed to providing the highest level of police service possible to all Hudson Oaks citizens and visitors. Police officers and employees are forbidden from engaging in racial profiling or bias-based policing.

If you feel you are a victim of racial profiling or have a complaint about the actions of a member of the Hudson Oaks Police Department, this brochure will inform you on how complaints are made, how they are investigated, and their possible results.

How are complaints made?

A complaint should be made in a timely manner after the incident so that the details are readily available to the investigating supervisor and prompt attention can be focused to correct and/or discipline an officer acting in an unacceptable manner.

A complaint may be lodged at the Hudson Oaks Police Department headquarters, located at 150 North Oakridge Drive, Hudson Oaks, Texas.

Initial complaints may be made by phone; however, state law requires that complaints against police officers be in writing and signed by the person making the complaint. The police department is normally staffed from 8:00 a.m. to 5:00 p.m., Monday through Friday.

Documentation of all complaints will be made and forwarded to the Internal Affairs Section. All complaints will be investigated. If the complaint involves a violation of a criminal law or use of excessive force, the Internal Affairs Section will coordinate the investigation. All other complaints are investigated by the officer's immediate supervisor.

When the complaint is regarding a policy of the police department or the enforcement of a particular law, the policy or law will be explained; however, the officer will not be investigated unless the complainant indicates the officer violated departmental policy, procedure, or regulations during the incident. If a complaint is regarding a policy, the policy will be reviewed for possible revision.

Racial Profiling Complaints

Texas Code of Criminal Procedure Art. 2.132 Law Enforcement Policy on Racial Profiling requires the department to provide public education on the racial profiling complaint process. For the Hudson Oaks Police Department, this process is the same as the department's complaint process, as described above.

What are the possible outcomes of a disciplinary investigation?

After the investigation into the officer's actions is complete, the complaint will be categorized as one of the following:

1. Unfounded – the complained of act did not occur.
2. Exonerated – the complained of act occurred but was lawful and proper.
3. Not sustained – there is insufficient evidence to prove or disprove the complained of act occurred.
4. Sustained – there is sufficient evidence to conclude the complained of act occurred.

The supervisor completing the investigation will make the initial conclusion; however, the entire incident and conclusion will be reviewed by the officer's chain of command through the Chief of Police. The chief has final authority on disciplinary complaints.

What happens when a complaint is sustained?

When the investigation establishes that the allegations are sustained, one of the following actions may be taken against the officer, 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 sustained?

Police officers must be afforded 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 will be advised and the complaining party will be notified in writing.

What if you are not satisfied with the decision?

If you are not satisfied with the results of an investigation of your complaint, you may appeal to:

1. The Chief of Police, 150 North Oakridge Drive, Hudson Oaks, Texas 76087
2. The City Administrator, 210 Hudson Oaks Drive, Hudson Oaks, Texas 76087

The Hudson Oaks Police Department is concerned with the welfare of citizens and visitors of our city, and is committed to taking action when an employee has violated city policies, procedures or any law. Each complaint shall be given a fair and thorough investigation.

By the same token, if you have occasion to see a police officer doing outstanding work, please tell us about it. The Hudson Oaks Police officers are dedicated to serving you and your community.

Hudson Oaks Police Department

150 North Oakridge Drive
Hudson Oaks, Texas 76087
682-229-2400

TIPS

1. In general, it is worthwhile to file a complaint, even if you are unsure of the strength of your case or the outcome of the investigation. If you feel you have been mistreated or unnecessarily harassed, you should file a formal complaint.
2. Get the police officer's name and identification number. The officers are required to provide this information when requested.
3. Obtain witness information if possible. A name and contact number is vital.
4. In the event that you are injured, seek medical attention and obtain copies of your medical records. You may ask a family member or friend to take a photograph of any visible injuries.
5. As soon as possible, write down everything you remember about what transpired. Include your recollection of exactly what was said, and what actions followed. Note the precise location, date, time of day, weather conditions and any pertinent events leading up to the incident.
6. Make a copy of your written statement if you prepare it before meeting with the investigator. Copies of internal documents prepared by the police department, or documents provided to the department, may only be obtained by written request and pursuant to the Texas Public Information Act.
7. You have the right to call to check on your investigation periodically. Police departments will not generally comment on an ongoing investigation, but it is a good idea to keep track of their progress.

Be honest. In the event you or other victims were under the influence of intoxicants, note that as well.