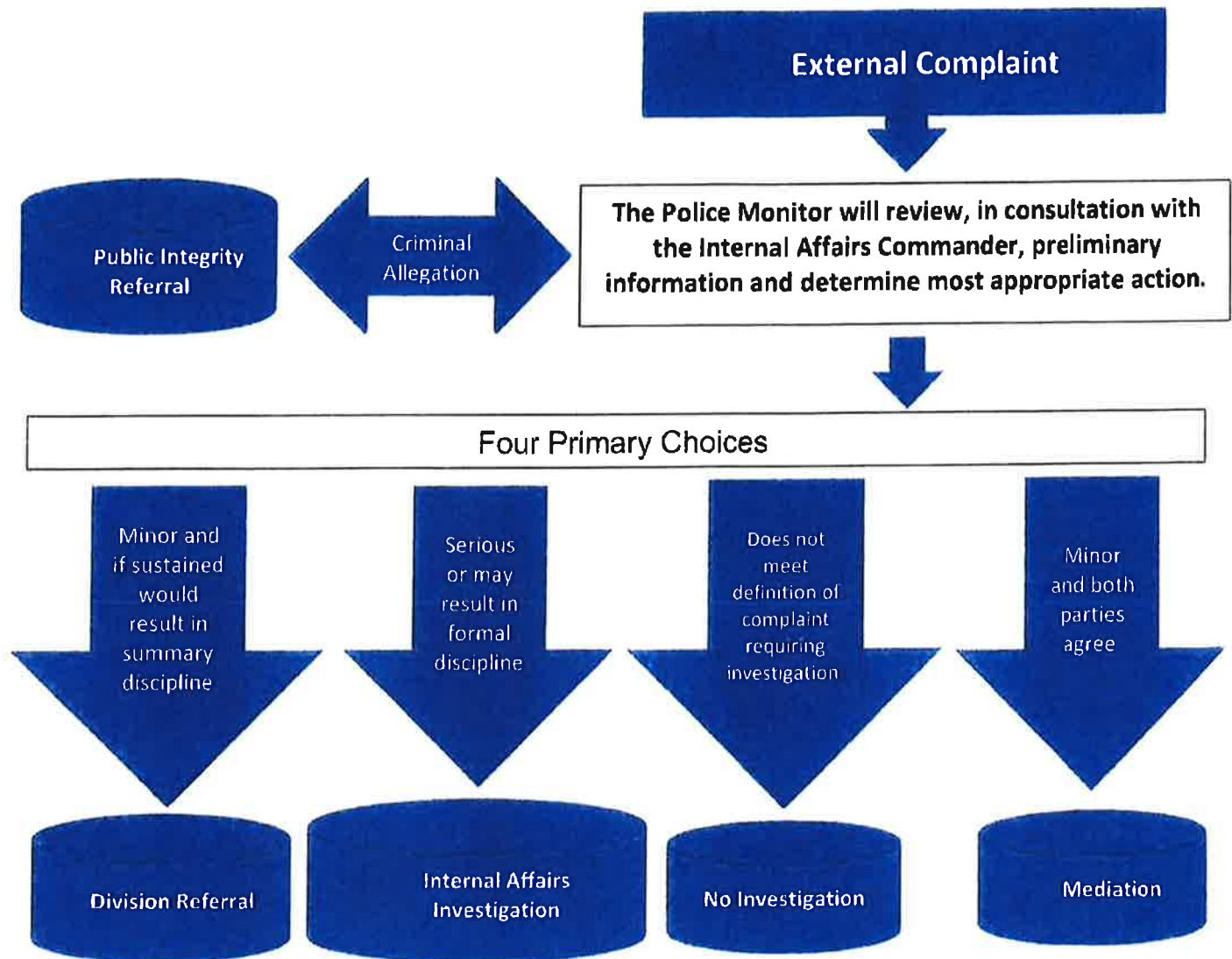


# External Complaint Workflow Process



**External Administrative Complaints Fiscal Year-To-Date**  
**Fiscal Year-To-Date**

**Total External Complaints By Source**

	Oct	Nov	Dec	Jan	Feb
<b>DPD Total</b>	<b>93</b>	<b>67</b>	<b>69</b>	<b>56</b>	<b>70</b>
External Email	43	18	34	30	31
External Fax	0	0	0	1	0
External Letter	9	5	7	4	5
External Online Form	0	9	7	5	14
External Walk-in DPD	41	35	21	16	20
<b>OCPO Total</b>	<b>3</b>	<b>3</b>	<b>25</b>	<b>20</b>	<b>34</b>
External Email OPO	1	3	15	11	17
External Letter OPO	1	0	1	0	3
External Online Form OPO	1	0	8	9	10
External Walk-in OPO	0	0	1	0	3
External Follow-up To A Compliants Already Filed	0	0	0	0	1
<b>Grand Total</b>	<b>96</b>	<b>70</b>	<b>94</b>	<b>76</b>	<b>104</b>

**Classification of External Complaints**

<b>Divisional Investigations with Category</b>	<b>29</b>	<b>22</b>	<b>21</b>	<b>19</b>	<b>18</b>
Discourtesy or Unprofessionalism	10	7	6	7	8
Fail to Complete Reports	2	1	1	3	1
Improper Action	7	8	7	3	4
Improper Comments	1	1	3	0	0
Improper or No Investigation	9	5	4	6	5

<b>Internal Affairs Investigations and Category</b>	<b>10</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>6</b>
Abuse of Authority	0	0	1	1	1
Dispatch/911 Violation	0	0	0	1	0
Failed to Secure Property	0	0	1	1	0
False Report or Citation	0	0	0	0	0
Improper Action	0	0	0	0	1
Improper or No Investigation	2	0	0	0	0
Improper or False Arrest	1	0	2	0	0
Improper Release of Information	1	0	0	0	0
Incomplete or Erroneous Report	0	0	0	1	0
Lost/Damaged Citizen Property	0	1	0	1	0
Mistreatment of Citizen	2	2	0	0	3
Racial Profiling	2	0	0	0	1
Use of Force	2	0	2	1	0

<b>Public Integrity Investigation Referral</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>
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<b>No Investigation Conducted and Reason</b>	<b>57</b>	<b>40</b>	<b>67</b>	<b>52</b>	<b>71</b>
Did not meet criteria	1	0	3	0	0
Duplicate Complaint	4	3	1	0	2
Fail to Articulate	6	11	25	22	16
Guilt or Innocence	2	2	5	3	5
Information Only	0	4	2	1	1
More Information	4	4	5	4	6
Need Signature	0	0	1	0	0
No Violation	8	6	9	10	14
No Violation BWC	14	6	10	6	9
Non Employee	14	3	4	5	14
Sixty Day	3	0	1	1	1
Third Party	0	1	0	0	3
Unknown Officer	1	0	1	0	0

## External Complaint Workflow

### No Investigation Sub-Classification General Definitions

It is the policy of the Department to accept and investigate all complaints of misconduct or wrongdoing from any citizen as prescribed by state law and Department policy. Complaints are handled in accordance with Texas Government Code, Section 614.021-614.023, as interpreted by the City Attorney.

A No Investigation (NI) number is assigned to information received in the Internal Affairs Division that does not meet the guidelines of a complaint requiring a full investigation by the Department. The information is given a sub-classification for statistical tracking purposes. The current sub-classifications used are:

- **Does not meet criteria-** Complaints relative to differences of opinion between a citizen and the investigating officer regarding the contributing factors listed on an accident report will not be investigated. If a person calls or comes in but does not want to provide a written statement at that time, it will be entered. If they fail to follow up and provide a written complaint in any format, it may result in this sub-classification.
- **Duplicate Complaint-** Person is making a repeated allegation that has already been handled by the department.
- **Fail to Articulate-** Person may be complaining but does not make an allegation of misconduct.
- **Guilt or Innocence-**
  - Complaints relative to differences of opinion between a citizen and an arresting police officer regarding the guilt or innocence of that citizen will not be investigated but will be properly disposed of within the judicial system. If a citizen can furnish evidence that the arrest was malicious and/or illegal, the complaint may be investigated at the discretion of the Internal Affairs Division Commander.
  - Complaints relative to differences of opinion between a police officer and a citizen over the issuance of a traffic citation will not be investigated unless there is an allegation of a violation of law or departmental rules on the part of the officer.
- **Information Only-** A person may just be sending information or needing something from a member of the department. For instance, needing a detective to call them back about a case. A complaint about having to wait a long time for a police response to a 911 call may receive this sub-classification. Information is forwarded to division of responsibility.
- **More Information-** Person makes an allegation of misconduct, but the department needs more information to make determination on how to proceed.

- **No Violation-** Preliminary investigation is able to determine, based on evidence available, there is no violation of department procedures. Complaints involving a citizen's misunderstanding of departmental policy, which are resolved by a supervisor explaining the correct departmental policy and where the citizen is satisfied with the response, will not require investigation.
- **No Violation BWC-** Preliminary investigation is able to determine there is no violation due to review of officer's body worn camera.
- **Non-Employee-** Person makes allegation into misconduct of person who is not an employee of the police department.
- **Sixty Day-** Complaints are not typically accepted more than sixty days after the alleged incident, with the following exceptions:
  - When the complaint involves a criminal violation, the criminal statute of limitations will prevail.
  - When the complainant can show good cause for not making the complaint within the specified time limit.
- **Third Party-** Person complaining has no direct knowledge of incident. Often used when person sends an email or letter after seeing a negative news or social media story.

In all case, the citizen is sent a return letter to inform them that the information or complaint has been received and how it will be handled. If the department is not going to investigate, the reason is given with contact information on who they may call to discuss.