



WHITE SETTLEMENT POLICE DEPARTMENT

CITIZEN COMPLAINT FORM

THIS FORM IS USED BY CITIZENS ONLY. FORWARD TO APPROPRIATE SUPERVISOR FOR A PRELIMINARY REVIEW. THIS PACKET CONTAINS 6 PAGES.

A MESSAGE FROM CHIEF OF POLICE CHRISTOPHER COOK

The employees of the White Settlement Police Department are committed to delivering the highest level of public safety to our citizens, businesses, and visitors in our community. We hold ourselves to the high standards of professional conduct that is expected of 21st Century law enforcement agencies. We are accredited by the Texas Police Chiefs Association under their Agency Best Practices Program and certified by the Georgetown University Law Center under the Active Bystandership for Law Enforcement Program. Our vision is **“Excellence In Everything We Do,”** and our values are **honor, service, and integrity.**

While we love to hear the positive accolades of our employees going above and beyond through our commendation processes, we also know that we can fall short of expectations or make mistakes at times. When this happens, our goal is to correct the deficiency, retrain employees, review policies and practices, and improve our service delivery to the community and those impacted.

If you have a complaint about the department or a team member, the attached form contained within this packet will allow our agency to evaluate our employee’s actions or departmental policies, based upon the facts of the incident. This may include a thorough review of digital media such as body-worn cameras, surveillance videos, dash camera video systems and our employee’s statements of what transpired. As your Chief of Police, I have the ultimate responsibility for the conduct of our employees. Legitimate complaints are welcome, and our team will thoroughly investigate allegations of misconduct and service deficiencies according to policy, best practices, Civil Service Rules, and state laws.

I also have responsibility to provide due process to our employees and protect them and our Police Department against false allegations and disinformation efforts that are intentionally spread to undermine the rule of law, erode public trust, and damage our reputation and standing in the community. Our team will vigorously defend against such disinformation and the malicious spreading of non-factual information or invalid personal attacks against our employees. Allegations will be judged and evaluated by the facts of each case as they are determined. The filing of false complaints may result in criminal prosecution with the Tarrant County Criminal District Attorney’s Office or the United States Attorney’s Office.

All complaints filed will be reviewed for merit, validity, and/or reliability through a preliminary review before being assigned to a supervisory inquiry or transitioning to a formal investigation by the department, if warranted. Complaints lacking merit, validity, and/or reliability, in addition to other factors, will not move forward beyond a preliminary review.

Complaints that contain merit, validity, and/or reliability will be thoroughly reviewed for appropriate findings of fact and appropriate outcomes. Outcomes where allegations are sustained could result in performance management techniques including, but not limited to, coaching, mentoring, re-training, disciplinary actions, and/or policy or procedural changes, when appropriate. Outcomes where allegations are not sustained, determined to be unfounded, or where employees are exonerated will result in no action being taken against an employee or the department.

Sincerely,

Christopher Cook

CHRISTOPHER COOK, CHIEF OF POLICE
CITY OF WHITE SETTLEMENT
8900 CLIFFORD STREET, WHITE SETTLEMENT, TEXAS 76108





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**COMPLAINT AGAINST EMPLOYEE
ADMINISTRATIVE INVESTIGATIONS
STATEMENT NOTIFICATION**

The filing of a formal complaint against an employee of the White Settlement Police Department by you initiates an administrative preliminary review, which could result in a subsequent supervisory inquiry and/or formal investigation that may further result in disciplinary action being taken against the employee(s) or procedural and/or policy changes by the department.

Therefore, a person who makes a false statement under oath concerning a complaint filed (as required by Section 614.022, Texas Government Code) against a law enforcement officer, with intent to deceive and with knowledge of the statement’s meaning, is guilty of **Aggravated Perjury** under section 37.03 of the Texas Penal Code, if he/she has knowledge of the content of the complaint, the purpose of its filing, and the official character of the investigation conducted therewith, and if the statement is material.

I, _____, do hereby expressly acknowledge that I have read the above notification prior to or at the conclusion of my statement. I further recognize that filing a false complaint under these provisions set forth by state law may result in my criminal prosecution.

SIGNATURE: _____

DATE: _____ TIME: _____ LOCATION: _____

WITNESS: _____

TODAY IS _____, THE _____ DAY OF _____, 20_____.

I am submitting a formal complaint against the following named employee(s) of the White Settlement Police Department. If the complaint is against a department procedure or protocol, check this box:

Employee 1: _____ Employee 2: _____

Employee 3: _____ Employee 4: _____

I do not know the employee(s) name(s). I can describe them as:

I believe the employee(s) were driving car number(s): _____



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My complete name is: _____

My complete address is: _____ ZIP: _____

My birthday is: _____ My driver's license number is: _____ ST: _____

My preferred telephone number is: _____

My email is: _____

INSTRUCTIONS

Tell your story in your own words using the narrative on the next page(s). Include as much detail as possible. Please include name(s), places, times, witnesses and descriptions. When you have completed the narrative, return the Citizen Complaint Form to the Police Department. If there are witnesses, do not take statements from them. The Assigned Investigator may interview them. If you need additional pages, number and initial the bottom of each additional page. The complaint will need to be notarized. Notaries are available free of charge at the Police Department during normal business hours.

When you have completed preparing your complaint, you are welcome to drop off the packet to the Police Department located at 8900 Clifford Street. If you wish to speak to someone immediately, ask the WEST COMM dispatcher to call any police supervisor to meet you in the lobby. If staffing allows and we believe that speaking with you can assist with the complaint resolution, we will do our best to meet with you. Meetings are not required, however, we will still review your complaint as required by policy. You may also leave your complaint with our front office personnel who will forward it to our supervisory team during the next business day.

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 review the facts and correct performance of an employee who is found to have violated departmental policy or laws.

According to state law, the Police Department's receipt of the complaint, investigation, and beginning of proposed discipline of an officer, when warranted, must be completed within 180 days after the occurrence of the act. For criminal matters, the time frame is 180 days from the discovery of the act and follows the statute of limitations under state law.

Allegations of employee misconduct received from outside external sources will not be investigated if received more than thirty (30) days after the incident is alleged to have occurred or when it has been determined that the department has already investigated or dealt with an issue related to the complaint previously, unless:

- You are alleging a criminal violation higher than fine only. The criminal statute of limitations will be applied to allegations of criminal misconduct; or
- You can show good cause for not making the complaint within the specified time limit; and
- The Chief of Police approves and directs an investigation based upon findings of a preliminary review.

A Citizen Complaint Form will not move beyond a preliminary review under the following circumstances:

- If you disagree with receiving a citation, please utilize your absolute right to plead not guilty and contact the White Settlement Municipal Court or Tarrant County Justice of the Peace Precinct #4 Court.
- If you disagree with an arrest or search decision, please contact your defense attorney and work through the criminal justice process related to your criminal case.
- If you disagree with an officer's exercise of police discretion on an incident or protocols used, please contact a supervisor to discuss law enforcement policies and protocols.
- If your complaint lacks merit, validity, and/or reliability, has little or no actionable information, or is determined to contain disinformation, and/or does not rise to the level of a policy or legal violation, no further action will be taken.
- If your complaint is determined to be a "departmental" concern related to policy, procedure, or protocol, an employee's name will be removed in the allegation and replaced with the Police Department. The "departmental" review will be forwarded to the Assistant Chief or Chief of Police.

**SUPERVISORS MAY RELEASE FINDINGS VIA LETTER, EMAIL, TELEPHONE CALL, OR MEETING, AT THEIR DISCRETION.
THERE IS NO REQUIREMENT FOR THE INVESTIGATING SUPERVISOR TO MEET IN-PERSON WITH COMPLAINANT.**



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NARRATIVE

On _____ at _____ at _____
DATE TIME ADDRESS INCIDENT OCCURRED

Lined area for writing the narrative.



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NARRATIVE

Lined area for writing the narrative of the complaint.



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NOTARIZATION – SWORN AFFIDAVIT

On this, the _____ day of _____, 20_____, personally appeared before me, the undersigned authority, _____, who, after being duly sworn by me deposes and says:

THE STATEMENTS CONTAINED IN THIS REPORT, MADE BY ME, ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Signature: _____ Date: _____ 20: _____

Sworn and subscribed to before me, a Notary Public, in and for the State of Texas on this, the _____ day of _____, 20_____.

Notary Signature: _____

(STAMP)