



## **Filing a Complaint or Compliment**

The Hill Country Village Police Department is dedicated to providing the best police services possible to the residents, businesses, and visitors of Hill Country Village. Police employees are carefully selected and given the best training available in order to provide professional service. However, you may have occasion to lodge a complaint in reference to the actions of a member of the Hill Country Village Police Department. In order to be responsive to you, we are providing the following guidelines on how complaints should be made, how they are investigated, and their results.

### **HOW ARE COMPLAINTS MADE?**

Any person wishing to make a complaint, may do so by coming to the Hill Country Village Police Department located at 116 Aspen Lane, Hill Country Village, TX, 78232 or by filling out the form found on our website at [www.HCV.org](http://www.HCV.org) under Police Department, and click on the link 'Administrative Complaint Packet' located at the bottom of the page. The packet may then be dropped off at Hill Country Village City Hall.

TEXAS STATE LAW (Government Code 614.022) requires that all complaints against police officers be in writing and signed by the person making the complaint. Even though there are only two requirements, additional information is requested so that we are able to perform a thorough investigation of your complaint. Just as citizens who are arrested must be notified of the charges against them, police officers must be given copies of complaints before any disciplinary action may be taken. The Hill Country Village Police Department prohibits its officers from engaging in racial profiling. A person wishing to make a complaint in reference to alleged racial profiling by a Hill Country Village Police Officer should follow the complaint process outlined in this document.

### **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 employee, the Chief of Police notifies the employee and may take one of the following actions, depending on the nature of the violation:

- Verbal or written reprimand the employee;
- Suspend the employee without pay;
- Demote the employee; or
- Discharge the employee

### **WHAT HAPPENS IF THE COMPLAINT IS NOT TRUE?**

Police employees 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 is notified and continues on duty. If he/she was removed from duty during the investigation, the employee will be immediately placed back on regular duty and paid for that period he was relieved of his duties.

**OFFICERS CAN APPEAL THE DECISION:** Just as citizens charged with criminal offenses can appeal a court's decision, police employees are afforded the right to appeal the actions taken against them. The City of Hill Country Village has established procedures for ensuring that complaints by citizens against police employees are thoroughly and impartially investigated.

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

You will be notified of the results of the investigation. If you are not satisfied with the results of the investigation, you may appeal to:

- Office of the Chief of Police
- Office of the City Administrator
- Bexar County District Attorney
- Texas Rangers
- Federal Bureau of Investigation.

The Hill Country Village Police Department is vitally concerned with the welfare of all residents, businesses, and visitors to Hill Country Village. The Police Department will take action where employees have been proven derelict in their duties or are guilty of wrongdoing.

### **FALSE COMPLAINTS**

People who intentionally make false complaints or allegations against police officers violate Chapter 37 of the Texas Penal Code. Texas law provides punishment for an individual adjudged guilty of committing an offense, if with the intent to deceive and with knowledge of the statement's meaning, he/she 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 (Texas State Law, Government Code 602.002). A person who commits an offense under this section can be charged with offenses ranging from a Class B Misdemeanor to a Felony of the Third Degree. Punishments can range from confinement of 180 days in jail to 10 years of imprisonment and a fine not to exceed \$10,000. This information is not intended to intimidate the complainant or any witnesses, but is provided to avoid retaliation against police officers or departmental staff.

### **COMMEND AN OFFICER**

Likewise, if you see an employee doing outstanding work, tell the employee or a police supervisor or commend them online at [www.HCV.org](http://www.HCV.org). Your Hill Country Village Police Department is made up of individuals who are dedicated to serving our community



**Hill Country Village Police Department**  
**Formal Complaint Form**  
**(Incident Details)**

Date of Report: \_\_\_\_\_ Time of Report: \_\_\_\_\_  a.m.  p.m.

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_  a.m.   
p.m

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Name of Complainant                      Age                      D.O.B.                      Race                      Sex

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Home Address                      City                      State                      Zip Code                      Phone #

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Business Address                      City                      State                      Zip Code                      Phone #

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Drivers License Number                      State                      Social Security Number



Were you charged with an offense in this incident? YES or NO

Charges Filed:

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If known, please list the name, badge number and / or assignment of the employee(s) involved in this incident:

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**What type of complaint are you filing?**

**Service complaint** – (Dissatisfaction with police service)

**Rudeness**

**Excessive Force**

**Inappropriate Conduct**

**Other**



Hill Country Village Police Department  
Formal Complaint Form

**Complaint Affidavit**

I, \_\_\_\_\_ have been notified that Texas Government Code section 614.023 provides that a complaint against a Law Enforcement Officer of the State of Texas or against a Fireman, must be placed in writing and signed by the person making the complaint and that a copy is to be furnished to the affected officer within a reasonable amount of time after the complaint is filed and before any disciplinary action may be taken. On this \_\_\_\_\_ day of \_\_\_\_\_, A.D., 20\_\_\_\_ at \_\_\_\_\_ a.m. /p.m., state that my name is, \_\_\_\_\_, my date of birth is \_\_\_\_\_, I live at \_\_\_\_\_ in the city of \_\_\_\_\_ and in the State of \_\_\_\_\_.

I do state that the following facts occurred:

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