

When does the Chief review cases?

The Chief of Police reviews all Internal Affairs Investigation reports to assure the results are complete and fair.

The Chief also determines what appropriate action should be taken based on the results of the investigation. If a complaint is sustained, he decides what disciplinary actions are required.

When the complaint file is closed, the reports are kept in the office of the Chief and kept confidential within the limits of the Texas Public Information Act and other applicable laws.

How are the people involved notified?

The complainant is notified by letter with the results and findings of the investigation, and is notified of how to appeal the decision to the Chief of Police.

The officer involved and the officer's supervisor receive a copy of the letter sent to the complainant that describes the results and findings of the investigation. The employee involved can also appeal the disciplinary action.

This brochure is a summary of the police department policies and general orders; it is not a complete account of the investigation, discipline, and appeal process.

For clarity, the term "officer" was used. Complaints can be filed and processed on actions by any employee of the police department.

Please feel free to contact the Chief of Police or the Criminal Investigations Division Commander if you have any questions about the Citizen Complaint Process or this brochure.



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Houston Community College Police Department

Citizen Complaint Process



24 hrs. emergency number
713.718.8888

Citizen Complaint Process

The HCC Police Department's goal is to provide a safe and orderly environment conducive to teaching and learning.

A citizen complaint, and its subsequent investigation, causes police to examine the service that we provide to our community and to make necessary improvements in the way we provide services.

The complaint process is designed to deal with each complaint fairly and in a timely manner. Anyone who files a complaint is treated with respect and his/her accusations and allegations will be thoroughly investigated. It is the policy of this department that all findings are based on impartial evidence discovered during the investigation.

The Government Code of the State of Texas requires that, in order for a complaint against a law enforcement officer to be considered, the complaint must be in writing and signed by the person making the complaint. A copy of the signed complaint shall be given to the officer or employee within a reasonable period after the complaint is filed. Disciplinary action may not be taken against the officer or employee unless a copy of the signed complaint is given to the officer or employee (Gov't Code Ch. 614)

Complaint categories assigned by Internal Affairs Office

Administrative Review – A classification used to address and document any concern or question about a possible policy violation, procedure used, or action taken by any employee of the Police Department.

Level II Complaint – Level II Complaints are investigations conducted on minor allegations of misconduct.

Level I Complaint – Level I Complaints involve more serious allegations of misconduct that require the investigation be conducted by the Criminal Investigations Division, Internal Affairs Detail.

How does the Police Department receive complaints?

Citizens can call the Police Department at 713 - 718 - 8888, write a letter to Internal Affairs or the Chief's Office, stop by a campus police office and talk to an officer or supervisor, or fill out a Citizen Complaint Form, available at a campus police office, and mail it in.

What does the Police Department do with the complaint?

The Police Department creates a case file and gives the complaint a case number.

It is assigned to a category, according to the nature of the complaint. Every complaint will be investigated thoroughly.

How are cases reviewed for completeness?

After a case has been investigated and reviewed, one of four dispositions is assigned. The classification given is known as the finding.

The possible dispositions are:

- Sustained:
The officer who is the subject of the complaint was found to be in violation of department policy or procedure.
- Inconclusive:
There was not enough evidence to prove or disprove the allegation(s)
- Exonerated:
The actions of the officer who is the subject of the complaint were within the guidelines of the department policy and procedures. The incident occurred, but was lawful and proper, or was justified under existing conditions.
- Unfounded:
The complaint is false. Based on the facts of the investigation, there is no basis to the allegation.



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