

## How can I commend an officer?

If you would like to commend an employee for his/her performance or for whatever reason, you may ask to speak with the officer's immediate supervisor and make a verbal commendation, you may write the chief a brief letter explaining the circumstances and the actions you think merit the commendation, or you can send commendation letter via [pd.concerns@hccs.edu](mailto:pd.concerns@hccs.edu)

Commendations received by the Chief of Police are forwarded to the employee with a copy placed in his or her personnel file. Although our employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated. This kind of feedback helps us to know if we are doing a good job.

Physical commendation letters may be mailed to the Chief of Police, 3821 Caroline St, Houston TX, 77004

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.



## Houston Community College Police Department



### Citizen Commendation and Complaint Process



**24-HOUR 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)

## How can I file a complaint?

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 online. **Scan the QR code below to access the online complaint form.**



## What happens after my complaint is received?

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.

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:

**Unfounded** – Allegation is false or not factual

**Exonerated** – The incident did occur but was lawful and proper

**Not Sustained** – There's insufficient evidence either to prove or disprove the allegations

**Sustained** – Allegations are supported by sufficient evidence

## How do I know when my complaint is closed?

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.



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