Commendations/Complaints Regarding Employees of the Sansom Park Police Department

Commendations:

Everyone likes recognition for a job well done. Police employees are no different. Each year our department receives many employee commendations from the public. However, for each one we receive, there are probably twice as many commendable acts that go unnoticed. When you receive service from our department that you feel is worthy of a commendation, we would like to hear about it. Be sure to obtain the employee's name, employee number, or badge number. To make a commendation you may follow the guidelines below.

Complaints:

The Sansom Park Police Department Internal Affairs reviews citizen complaints against employees of the Police Department. The Office of Internal Affairs is open Monday – Friday, 8:00 a.m. until 4:00 p.m. You may make a complaint or inquiries against a department employee to a supervisor by letter, walk-in or by phone directly to the Office of Internal Affairs, or you MAY follow the guidelines below.

Guidelines To File A Commendation Or Complaint

If you prefer, you may first contact the employee's supervisor. To do this, please follow the procedures listed below:

1. Call the Police Department at (817) 626-1921 and speak with a Supervisor (Sergeant or Lieutenant).
2. Ask to speak to the employee's supervisor or give the Supervisor the name of the police employee you wish to report.
3. The Supervisor will listen to your commendation or complaint, direct you in the process, or take appropriate action.
1. Include all the information you can remember such as the employee's name, date, time, location and circumstances of the incident. The employee and the employee's supervisor will be notified of commendation or complaint and a copy of the commendation or complaint will be placed in the employee's file. Texas Law requires complaints against police officers to be in writing. Complaint packets can be obtained at;

Sansom Park Police Department
5705 Azle Avenue
Sansom Park, Texas, 76114

If you prefer, you may direct your commendation or complaint to the Office of Internal Affairs by phone or in person. Please contact the Office of Internal Affairs by:

1. Telephoning your commendation or complaint by calling the Police Department at (817) 626-1921;
2. Making an appointment with the Office of Internal Affairs by calling (817) 626-1921; or visiting the Police Department located at **5705 Azle Ave., Sansom Park, Texas**.
3. You must make a complaint within 30 days of the date the misconduct occurred, except in criminal cases. If the allegation involves criminal misconduct then the statute of limitations for that criminal act applies. If you can show good cause for a delay of more than 30 days, then the 30-day exception may not apply.
4. All complaints must be made by the person aggrieved (wronged). Any other person(s) you feel can add information regarding your complaint may give a witness statement.