



**Copper Canyon Police Department
400 Woodland Drive
Copper Canyon, TX 75077**

**How to Make a Complaint/Compliment
(Including Racial Profiling Complaints)**

Introduction

The Copper Canyon Police Department strives daily to deliver the best police service possible to the residents and visitors of Copper Canyon. Police employees are cautiously selected, provided with the best training available and are held to a high standard. It is our goal to provide citizens with a police department that they take great pride in and wish to compliment. We recognize, though, that there may be times when a citizen feels we have fallen short of this goal. This document provides information about how compliments and complaints are made, how complaints are investigated, and their results. If it becomes necessary for you to make a complaint, you can be assured that it will be given a fair and thorough investigation.

How to File a Compliment

A person wishing to compliment an officer may send a compliment to the mailing address listed in this brochure or contact any supervisor in person or by telephone at the Copper Canyon Police Department. You may also email Chief Roger Tighe at rtighe@coppercanyontx.com

How to File a Complaint

Persons wishing to file a complaint should appear in person or complete the Copper Canyon Police Department Complaint Against a Police Officer or Employee form below. A notarized complaint form is desirable, but not required.

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. Police officers must be given copies of complaints before any disciplinary action may be taken. Persons submitting emailed complaints will be asked to complete a signed letter of complaint. A thorough investigation of your complaint will be conducted, and you will be advised of the outcome (TBP: 2.10.1). All investigations will be completed within 90 days including the taking of disciplinary action when necessary. If additional time is necessary to conclude the investigation, a request for extension will be presented to the Chief of Police in writing providing justification for the extension. If approved by the Chief of Police, a specific number of days will be approved, and a copy will be provided to the involved officer and the original placed in the case file. (TBP: 2.05.1)

Differences of opinion between police officers and citizens over whether the citizen committed the traffic violation for which they were cited will not be investigated, nor will questions of fault in a traffic accident, unless there is a specific allegation of misconduct against a member of the department.

False Complaints

Any complaint filed with the Copper Canyon Police Department is accepted in good faith as being truthful and will be investigated thoroughly. Due to the sometimes-adversarial nature of law enforcement, occasionally false accusations are made against officers. In order to protect the process by which police officers are held accountable, sufficient state laws and penalties are in place to discourage those who would make untrue allegations. These laws are found in the Texas Government Code under Title 6 and section 37 of the Texas Penal Code.

What Happens When a Complaint Is Found to Be True?

When the investigation of a complaint reveals the allegation is true and should be sustained against the police employee, the action taken depends on the nature of the complaint, the past disciplinary record of the officer and the seriousness of the violation. The department may take the following actions, depending on the nature and severity of the violation: Training, Counseling, Oral Reprimand, Written Reprimand, Administrative Leave with or without Pay, Suspension, Reduction in Rank, or Termination.

What Happens if the Complaint is Not Substantiated?

If there is not sufficient evidence to support the allegation, the investigation is closed and no further action is taken. The citizen who made the complaint will be made aware of the findings, regardless of the outcome.

Racial Profiling

Article 3.05 of the Texas Code of Criminal Procedure defines “Racial Profiling” as “a law enforcement-initiated action based on an individual's race, ethnicity, or national origin rather than on the individual's behavior or on information identifying the individual as having engaged in criminal activity.”

Racial Profiling Prohibited

Copper Canyon Police Department policy affords zero tolerance for “racial profiling.” Officers who violate this policy are subject to the same actions described in “What Happens When a Complaint Is Found to Be True?” Complaints alleging “Racial Profiling” are accepted and investigated in the same manner as other complaints.

Right of an Employee to Appeal

The Town of Copper Canyon has established procedures by which an employee can appeal discipline taken against them. These procedures ensure that officers and citizens alike are afforded due process.

INSTRUCTIONS

1. Complaints should be submitted in writing on the form below with your signature affixed.
2. Fill in each blank with the requested information. Blank pages may be inserted between the first page and the signature page if additional space is needed.
3. In the body of the form, in a narrative format, give a concise statement of the nature of the complaint, including all relevant facts. The more information you can provide, the better it is for the investigator. If known, name the employee you are complaining against. If you do not know the employee's name, please give sufficient descriptive information (gender, height, build, hair color, race, etc.) to allow the Department to identify the employee. Please include your address, email and telephone number so the investigator can contact you.
4. After you have completed the narrative portion of the Personnel Complaint Form, sign it as required.
5. The completed and signed form may be filed by mail or in person at the Copper Canyon Police Department. Our mailing address is 400 Woodland Drive, Copper Canyon, TX 75077.

STATE OF TEXAS
COUNTY OF DENTON

Tell us what happened

In this section you will write a brief story of what happened, based on the information you gave about When and Where it happened, and what you observed. Only write about the most recent occurrence. Previous occurrences are not relevant. DO NOT write about hearsay. Hearsay is what you have heard from other people, not what you have observed, and is not admissible in court. If you require more space, simply continue on another piece of paper. Please print clearly or type. This form does not require a notary signature to be valid, but it is recommended. A Notary is available at the Town Hall for your convenience.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Updated: 11/05/2024

I swear or affirm that the statement contained herein is true and correct to the best of my knowledge and belief.

Complainant Signature: _____

Date: _____

Sworn To and Subscribed Before Me this the _____ day of _____ 20__

Notary Public Name _____

State of Texas, County of Denton

(Stamp)

Tell us about you.

This portion is to be completed by you. We need to know your full name, address, and contact information in case we have follow-up questions. Please complete and review the entire form to ensure that all information is included and correct.

Name--Last: _____ First: _____ MI: _____

Full Address: _____

Cell phone: _____ Work: _____

Email: _____

Received by: _____ Date: _____ Disposition: _____