

## Complaint Dispositions

The following are a list of Professional Standards complaint dispositions that may be reached at the conclusion of the investigation:

**Exonerated:** The employee's actions were lawful and proper.

**Unfounded:** Incident did not occur or affected employee was not involved.

**Sustained:** The investigation concluded that the incident occurred and the actions of the employee were inappropriate or unlawful, and administrative disciplinary action was taken.

**Not Sustained:** Evidence failed to prove or disprove the allegations.

### Disciplinary Actions:

The following are types of administrative disciplinary actions that may be taken on sustained complaints.

Oral Reprimand/Counseling

Training

Written Reprimand

Suspension

Demotion

Termination

Criminal Charges may be filed if a complaint of criminal activity is sustained.

## Compliments

Everyone enjoys receiving recognition for their efforts. We therefore realize that many people would like to know how to commend our employees for a job well done.

Commendations, either verbal or written, are one of the best ways to let someone know that you appreciate their good work. A commendation for an employee of the Belton Police Department is most often sent to the Chief of Police. Your comments can be made in person, by phone (254) 933-5840, by email ([police@beltontexas.gov](mailto:police@beltontexas.gov)) or by letter.

A commendation may address any event that you feel demonstrates effort on the part of an employee that deserves special recognition. This may include such acts as:

- Exceptional Courtesy or Compassion
- Life Saving
- Heroic acts
- Or any other performance you feel deserves recognition.

### **Belton Police Department**

*Chief Gene Ellis*

*PO Box 120*

*711 E. 2nd Ave.*

*Belton, Texas 76513*

*254-933-5840*

Email: [police@beltontexas.gov](mailto:police@beltontexas.gov)



## Belton Police Department

### How to Compliment or Complain on a Police Employee



## 254-933-5840

*How Citizens can file formal complaints against Belton Police employees or Compliment a Belton Police employee for outstanding performance.*

**Your concerns and Complaints  
ARE important to us.**

## The Importance of Your Complaint

It is the policy of the Belton Police Department that allegations of employee misconduct or criticism of services, initiated by a citizen or a member of the department, be thoroughly investigated and promptly adjudicated. Members of the department and the public they serve should expect no more, and the Department offer no less. The proper relationship between the police and the community is built on confidence and trust. Therefore, it is essential that we provide a method to insure complaints are properly handled.

Police officers must be free to take action in a reasonable, lawful, and impartial manner without fear of reprisal, while at the same time observing the rights of all people. The complaint process is designed to protect the PUBLIC from improper conduct or actions of police employees, the DEPARTMENT from employees who tarnish the relationship between the police and the community, and the EMPLOYEE from unjust complaints.

The Professional Standards Division utilizes recognized and accepted investigative techniques to conduct impartial investigations of complaints. They are committed to maintaining an image of fairness and objectivity.

### The Complaint Process

Complaints are received in a number of different ways including by letter, by telephone and in-person. Texas Law (Local Govt. Code 614.022) requires that for a formal investigation to be conducted, a complaint must be in writing and signed by the complainant. This can be in the form of a letter from the complainant or on the department's *Citizen's Written Complaint Form*.

Citizen's wishing to make a formal complaint with the Belton Police Department concerning the conduct of a police employee should follow the below steps:

1. Contact a police supervisor, or any police employee and ask for a *Citizen Written Complaint Form*, or send a notarized letter to the Chief of Police at the Belton Police Department, PO Box 120, Belton, TX 76513.
2. Your written statement must be signed and should be detailed and specific.
3. Texas law (Local Govt. Code 614.023) requires that the concerned employee be furnished with a copy of the written complaint in order to respond to the allegations. However, you need NOT be concerned about retributions for legitimately stating a complaint because procedures are in place to prevent this.



4. You will receive a letter of receipt of your complaint that will contain a control number for tracking purposes.

5. If you telephone us with a complaint or do not complete the written complaint process at the time of your complaint, you will receive a letter reiterating the need to provide a written statement in order to formalize the complaint.

6. If your complaint involves physical injury in which you received medical attention, you may be asked to sign a waiver to release your medical records. We may also ask you to photograph your injuries.

7. At the conclusion of the investigation (30-90 days), you will receive a letter advising you of the results of the investigation. If your complaint is sustain, unfortunately we will not be able to advise you of the specific disciplinary action taken against the employee.

8. A disagreement over the validity of a traffic citation or point of law is NOT a complaint and should be resolved in the court that has jurisdiction over the matter.

9. Your complaint will be investigated in the most expeditious way possible and with the utmost integrity. If you have any questions please do not hesitate to contact Professional Standards or the Chief of Police at (254) 933-5840.