



CITY OF PARKER POLICE DEPARTMENT

PERSONNEL COMPLAINT PROCESS

**CITY OF PARKER
PARKER POLICE DEPARTMENT
5700 E. PARKER ROAD
PARKER, TEXAS 75002
(972)442-0333
(972) 429-7013**

**RICHARD D. BROOKS
CHIEF OF POLICE**

Your Police Department is made up of individuals who are dedicated to serving you and our community with Professional and Ethical Law Enforcement Services. The Police Department will take action should an employee be found derelict in their duties or sustained in wrong-doings. Equally, we encourage you to tell the Employee(s), a Police Supervisor or the Chief of Police of any outstanding performances that you observed.



[How To File A Complaint](#)

PPD-013

The Parker Police Department is dedicated to providing the best Police Services possible to the residents and visitors of the City. Police Employees are carefully selected and given the best training available in order to provide Professional Services. However, you may have occasion to lodge a complaint in reference to the actions of a member of the Parker Police Department. In Order to be responsive to you, we are providing the following guidelines on how complaints should be made, how they are investigated and their results.

HOW ARE COMPLAINTS MADE?

Any person wishing to make a complaint may do so by coming to the Parker Police Department located at 5700 E. Parker Rd, Parker, Texas 75002 or by visiting the department's website at www.parkertexas.us. Complaints can be reported 24-hours a day to any member of the department or from 8:00am-5:00pm weekdays to the Chief of Police or members of the Internal Affairs Unit.

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. Just as Citizens who are arrested must be notified of the charges against them, Police Officers must be given copies of the complaints before any disciplinary action may be taken. The person who claims to be aggrieved must make the complaint. Other persons involved in the incident may give a statement as witnesses.

Traffic Tickets issued or differences of opinion between Police Officers and Citizens over the issuance of Traffic Tickets for the guilt or innocence of persons arrested will not be investigated unless there are specific allegations of misconduct against members of the department.

The Parker Police Department prohibits its Officers from engaging in Racial Profiling. A person wishing to make a complaint in reference to alleged Racial Profiling by a Parker Police Officer should follow the complaint process outlined in this document.

People who intentionally make false complaints or allegations against Police Officers violate Chapter 37 of the Texas Penal Code. Texas law provides punishment for an individual adjudged guilty of committing an offense if, with intent to deceive and with knowledge of the statement meaning, he/she makes a false statement under oath or swears to the truth of the statement previously made; and the statement is required or authorized by law to be made under oath.

A person who commits an offense under this section can be charged with offenses ranging from a Class B Misdemeanor to a Felony of the Third Degree. Punishments can range from confinement to 180 days in jail, to 10 years of imprisonment and a fine not to exceed \$10,000.

WHAT HAPPENS WHEN A COMPLAINT IS FOUND TO BE TRUE?

When the investigation of a complaint reveals that the charges are true, and should be sustained against a Police Employee, the Chief of Police notifies the employee and may take one of the following actions, depending on the nature of the violation:

- Reprimand the employee;
- Suspend the employee without pay;
- Demote the employee; or
- Discharge the employee

WHAT HAPPENS IF THE COMPLAINT IS NOT TRUE?

Police employees must be afforded certain rights the same as with all citizens and complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the Officer is notified and continues on duty. If he/she were removed from duty during the investigation, the employee will be paid for that period.

OFFICERS CAN APPEAL THE DECISION

Just as citizens charged with criminal offenses can appeal a court's decision, Police Employees are afforded the right to appeal the actions taken against them. The City of Parker has established procedures for employees to follow in their appeals, just as the Police Department has established procedures for ensuring that complaints by citizens against Police Employees are thoroughly and impartially investigated.

WHAT IF YOU ARE NOT SATISFIED WITH THE DECISION?

If you are not satisfied with the results of the investigation by Internal Affairs, you may appeal to:

- The Office of the Chief of Police, located at the Parker Police Department;
- The Collin County District Attorney, located at the Collin County Courthouse, 2100 Bloomdale Rd, Suite 100, McKinney, Texas 75071, (972) 548-4323; or
- The Office of the Federal Bureau of Investigation, located at 2801 Network Boulevard, Suite 710, Frisco, Texas 75034, (214) 705-7000.

The Parker Police Department is vitally concerned with the welfare of all residents and visitors of Parker. The Police Department will take action where employees have been proven derelict in their duties or are guilty of wrongdoing.

Likewise, if you see an employee doing an outstanding job, tell the employee or the Chief of Police. Your Parker Police Department is made up of individuals who are dedicated to serving you and our community.