

LA GRANGE POLICE DEPARTMENT

243 South College Street • La Grange, Texas 78945 • (979) 968-5806

Complaint Process

Adopted January 01, 2017

Policy

The La Grange Police Department, and The City of La Grange, will vigorously pursue all complaints, whether received internally or externally. It is our intent to protect the employee, community and department by identifying and correcting inappropriate performance. The Texas Government Code (Section 614) requires that before a complaint can be considered by the agency head it must be made in writing, signed by the person making the complaint, and a copy of the signed complaint given to the officer.

Complaint Process

Many complaints can be satisfactorily explained by a visit to the shift supervisor at the La Grange Police Department. Meeting with the shift supervisor, a sergeant, is the first step in the overall process. The shift supervisor is available at all times, but complainants may wish to make an appointment to avoid having to wait. If the matter cannot be resolved at the supervisor level, the shift supervisor will obtain written documentation from the complainant and any witnesses present, then forward those statements to the Chief of Police. Citizens may wish to initiate their complaints with the Chief of Police at the department. Complainants may telephone, mail or report in person to the Chief of Police during normal business hours. The complainant can make a complaint against an officer or the department without fear of retaliation by an officer, or any member of the La Grange Police Department or any employee of The City of La Grange, Texas They may contact the Chief of Police at 979/968/5806.

The mailing address is:
La Grange Police Department
243 South College Street
La Grange, Texas 78945

The complainant will be contacted by the assigned investigator. Every reasonable effort will be made to ensure that the complainant will be sent a letter at the completion of the process. In cases of personal injury, complainants will be requested to sign a release for medical records. The assigned investigator may find it necessary to conduct additional interviews with the complainant and witnesses. The investigator will not make any recommendations about the disposition of the complaint. This will be done through the officer's chain of command. When the investigation is complete, the case will be reviewed by the Chief of Police. The employee's superiors will make a recommendation regarding the disposition of the incident, as well as any possible disciplinary action.

Complaint Dispositions

Unfounded: The allegation was false or not factual

Exonerated: The incident occurred but without the alleged misconduct

Not Sustained: There is insufficient evidence to prove or disprove the allegation

Sustained: The allegation is supported by sufficient evidence.

Depending on the disposition of the investigation, the chief of police has a duty to administer disciplinary action as provided by law, rules and regulations of the La Grange Police Department. Disciplinary actions range from verbal reprimand to dismissal.

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Commending an Officer

The La Grange Police Department is very proud of the professionalism, efficiency and service-minded orientation of the officers. Should citizens wish to complement or commend an officer for their actions, they should write a letter to the Chief of Police, briefly describing the incident and officer's performance. The department and its individual officers sincerely appreciate the efforts taken by the citizens and visitors of La Grange in recognition of their performance. Any commendation letter written by a citizen or visitor in the regard will be forwarded to the officer personally, and a copy placed in his or her personnel file.

Chief of Police



David Gilbreath

