

The Arlington Police Department is vitally interested in taking action when its employees are derelict in their duties or are guilty of wrongdoing. Your complaint will be given a fair and thorough investigation. By the same token, if you see an Arlington Police Department employee who performs outstanding work, tell the employee — or us — about it. Following are suggestions for filing a complaint or commending an employee.

How to make a complaint

Complaints against a Police Department employee (sworn or civilian) can be directed to the Arlington Police Department, Internal Affairs Office, PO Box 1065, Arlington, TX 76004-1065.

Texas law requires that all complaints against police officers be in writing and signed by the person making the complaint. Complaints must be made within 30 days of the incident unless special circumstances exist. The person who was wronged must file the complaint; other persons may give statements as witnesses. Internal Affairs investigators will ensure that a thorough investigation of your complaint is conducted. Just as citizens who are arrested must be told the charges against them, a police employee must be given a copy of the complaint before any disciplinary action is taken. When the investigation is completed, you will be notified of the results and action taken.

False complaints

If a person knowingly and intentionally makes a false statement under oath, or swears to the truth of a false statement previously made under oath, a person may be found guilty and punished by a fine up to \$4,000, confinement in jail up to one year, or by both fine and imprisonment.

What happens when a complaint is up held?

When the investigation finds that the charges against a police employee are true, the employee's Assistant Police Chief notifies the employee and may take one of the following actions:

- (1) reprimand the employee verbally or in writing;
- (2) suspend the employee without pay;
- (3) demote the employee; or
- (4) discharge the employee.

Employees can appeal the department's decision to uphold a complaint and the decision to discipline the employee.

What happens when a complaint is not upheld?

Complaints must be supported by sufficient evidence. When the investigation cannot find the degree of evidence necessary to prove the employee acted improperly, the employee and the citizen are both notified in writing.

What if you are not satisfied with the outcome?

You may appeal the findings of the Internal Affairs or supervisory investigation to:

Office of the Police Chief (817-459-5701)
Arlington Police Department
620 W. Division Street, Arlington TX 76011

Office of the City Manager (817-459-6100)
City of Arlington
101 W. Abram Street, Arlington TX 76010

Racial Profiling Complaints

CCP Art. 2.132 Law Enforcement Policy on Racial Profiling requires the department to provide public education on the racial profiling complaint process. For the Arlington Police Department, this process is the same as the department's complaint process, as described in this brochure.

How do I commend a Police Department employee?

1. Write a letter to the employee's supervisor, Deputy Chief, or the Police Chief at:

Arlington Police Department
P.O. Box 1065 Arlington, TX 76004-1065

Commendation letters are logged and placed in the employee's permanent personnel file.

2. Call the Police Department at 817-459-5700 and ask to speak with the employee's supervisor. If you are unsure of the employee's name, describe the employee and list the specific actions or demeanor that impressed you. Mention the location, date and time the incident occurred.
3. Contact the Arlington Police Internal Affairs Section by sending an e-mail to:

ia@arlingtontx.gov