

**LONGVIEW POLICE DEPARTMENT
MISSION STATEMENT**

The Longview Police Department is committed to principled performance of service in the public safety interest. Department members recognize that, by virtue of their public position, their duty is to be good stewards of the public trust. In furtherance of this duty members advocate, incorporate and are bound to the Principles of Policing, the Law Enforcement Code of Conduct and the Law Enforcement Oath of Honor.



“A RECOGNIZED TEXAS AGENCY”

Longview Police Department
302 W. Cotton Street
Longview TX 75601

(903) 237-1199

www.LongviewTexas.gov/Police

Emergencies call 911

Longview Police Department



A citizen's guide to
COMPLIMENTS
&
COMPLAINTS

presented by the



The Longview Police Department is dedicated to providing the best police service possible to all citizens. Police officers are carefully selected and given the best training possible in order to provide this service.

You may have an occasion to commend officers for their actions, which may have gone above or beyond their normal service or lodge a complaint about the actions of a member of the Longview Police Department. In order to be responsible to you, this brochure provides the means for you to provide your compliment or complaint.

Where do I turn this form in?

There are several ways you can submit a compliment/complaint form:

~ Drop the form off at the Police Department with any supervisor or with the Office of Professional Standards

~ Mail the form to the address listed on the back of this brochure, **ATTN: Office of Professional Standards**

~ Email the form to:
LPDReportCard@LongviewTexas.gov

You may also call the Office of Professional Standards at (903) 237-1103 with your compliment or complaint.

Thank you for taking the time to comment!

COMPLIMENT COMPLAINT

YOUR INFORMATION

NAME _____

ADDRESS _____

PHONE NUMBER _____

EMAIL ADDRESS _____

OFFICER INFORMATION

NAME _____

BADGE NUMBER _____

CAR NUMBER _____

INCIDENT INFORMATION

DATE _____ TIME _____

REPORT NUMBER _____ CITATION NUMBER _____

LOCATION _____

DETAILS

(attach additional sheet if needed)

The Longview Police Department is vitally interested in the welfare of all citizens and in taking action where its employees have proved derelict in their duties or are guilty of wrongdoing. If it becomes necessary for you to make a complaint, you can be assured that it will be given a fair and thorough investigation.

**Additionally, if you have occasion to see a police officer doing outstanding work, tell us about it!
Your Longview Police Officers are individuals who are dedicated to serving you and our community.**

How are complaints made?

When a citizen lodges a complaint against a member of the Longview Police Department, the complaint goes to the Office of Professional Standards, located at 302 W. Cotton Street in Longview. An investigator is then assigned to review and investigate the complaint and you will be advised of the result and action taken.

Texas law 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, the police officer must be given a copy of a personnel complaint before any disciplinary action may be taken.

Complaints must be made within 30 days of the incident complained about, except in special cases (such as criminal misconduct or when good cause can be shown by the person complaining). Complaints must be made by the person who claims to be aggrieved. Other persons may give statements as witnesses.

Complaints may be submitted in person, on the form included in this brochure and mailed or delivered in person or by email.

The Office of Professional Standards is open from 8:00 a.m. until 5:00 p.m. each weekday. The telephone number is (903) 237-1103. After hours or on the weekend, you may call (903) 237-1199 and a police supervisor will assist you and your complaint will be forwarded to the Office of Professional Standards for investigation.

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 officer, the officer's Bureau Commander notifies the officer and may take one of the following actions depending on the nature of the violation:

1. Reprimand the employee
2. Suspend the employee without pay
3. Demote the employee
4. Discharge the employee

What happens if the complaint is not true?

Police officers must be accorded certain rights, the same as 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 the officer was removed from duty during the investigation, the officer will be paid for that period. The complainant is also notified by mail of the investigation results.

False Complaints

Sometimes people make false complaints against police officers. Citizens should be aware that this is a violation of the Texas Penal Code. Section 37.02 provides punishment for an individual adjudged guilty of committing an offense if, with intent to deceive and with knowledge of the statement's meaning:

"He makes a false statement under oath or swears to the truth of a false statement previously made; and, the statement is required or authorized by law to be made under oath."

A person convicted under this Section can be punished by a fine up to \$2,000, confinement in jail up to one year, or by both fine and imprisonment.

What if you are not satisfied with the decision?

If you are not satisfied with the results of the investigation by the Office of Professional Standards, you may appeal to:

1. The Office of the Police Chief, located at 302 W. Cotton Street in Longview. The telephone number is (903) 237-1100.
2. The Office of the City Manager, located at City Hall at 300 W. Cotton Street in Longview. The telephone number is (903) 237-1021.



PRINCIPLES OF POLICING

The Longview Police Department must preserve and advance the principles of democracy.

The Longview Police Department places its highest value on the preservation of human life.

The Longview Police Department believes that the prevention of crime is its number one operational priority.

The Longview Police Department will involve the community in the delivery of its services.

The Longview Police Department believes it must be accountable to the community it serves.

The Longview Police Department is committed to professionalism in all aspects of its operations.

The Longview Police Department will maintain the highest standards of integrity.

(Adapted from the U.S. Department of Justice: *Principles of Good Policing: Avoiding Violence Between Police and Citizens* 1993, revised 2003. Web)

A WORD ABOUT RACIAL PROFILING...

The Longview Police Department does not tolerate the practice of racial profiling by its officers. Racial profiling is the practice of detaining an individual and conducting an inquiry into that person's activities simply because of the individual's race, ethnicity or national origin. This is strictly prohibited. Furthermore, officers are not allowed to consider these factors in deciding when - and against whom - to take enforcement action. As part of its commitment to unbiased policing, the Longview Police Department also forbids its officers to consider a person's religion, age and/or gender when making these decisions. If you believe that an officer inappropriately considered your race, ethnicity, national origin, religion, age or gender in making a detention or enforcement decision, you are encouraged to contact us.