

FACT SHEET ON COMPLAINT PROCEDURES

The University of Houston System and its component university police departments have established a formal complaint procedure which provides us valuable assistance in correcting inefficiencies and preserving organizational integrity. Our police departments will not condone or excuse any willful ethical or professional misconduct. We wish to know of any such instances so that we can take appropriate corrective action. Therefore, constructive criticism is welcomed.

Please read the attached fact sheet describing our complaint procedure. To initiate a formal complaint, complete the *Initial Complaint Notice* which should contain all details relevant to your complaint. At the time you submit the notice, it will be notarized by department personnel, or you may have the form notarized at a location of your choosing.

All complaints are forwarded to the Internal Affairs Administrator and gain the attention of the Chief of Police. You will be informed of the results or the status of our investigation within forty-five (45) days from the date you file your formal written complaint. If more time is needed in order to properly investigate the complaint you will be notified in writing.

You will be provided a copy of the completed *Initial Complaint Notice*, which will serve as your receipt of initiating a complaint.

You will be given contact information in the event you have any questions during this process. Thank you again for helping to make our department better.

Regards,



Ceaser Moore, Jr.
Assistant Vice Chancellor for Police Operations
University of Houston System

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The University of Houston System Police Operations welcomes constructive criticism. Our procedure is open and may be utilized by anyone with a legitimate complaint.

1. Citizen complaints against members of the department should be submitted within thirty (30) standard business days after the alleged incident. Complaints submitted more than thirty (30) days after the alleged incident will be reviewed by the Internal Affairs Administrator to determine if there are extenuating circumstances allowing an investigation to be initiated.
2. Complaints should be made in person and submitted in writing. Complaints made in writing must be signed by the complainant (i. Government Code 614.022). Mailed and anonymous complaints will be accepted but may not be able to be acted upon until verified through a personal interview or other means.
3. If you are a juvenile, your parent or guardian may make the written complain on your behalf.
4. After filing the Initial Complaint Notice, you may be interviewed by the assigned investigator to collect more detailed information about the alleged incident.
5. Employees who are subjects of a complaint are given a copy of the signed complaint (Government Code 614.023).
6. Should it be determined at any time during the investigation that the complaint is clearly unfounded, the investigation will be terminated. You will be notified if this occurs.
7. All investigations will be concluded within thirty (30) calendar days from the date of filing unless an extension is granted by the Chief of Police. You and the affected employee will be notified in writing of the reason for any delay.
8. Upon conclusion of the investigation, you and the affected employee will be notified in writing of the final disposition of the complaint.
9. Both you and the affected employee are afforded proper appeal channels. You may appeal to the office of the Vice President of Administration and Finance.
10. The Chief of Police has the legal authority during an internal investigation to relieve departmental employees from their duties when he believes it to be in the best interest of the public, the department and/or the University.