

# YOUR FEEDBACK IS IMPORTANT TO US.

## COMPLIMENTS

All employees enjoy receiving recognition for their efforts. A commendation is one way you can recognize our employees for a job well done.

Commendations, either verbal or written, are one of the best ways to let employees know you appreciate their good work. A commendation for an employee of the SFA police department is most often sent to the chief of police. Your comments can be made in person, by phone (936) 468-2608, by email at [updemail@sfasu.edu](mailto:updemail@sfasu.edu), or by letter.

A commendation may address any event you feel demonstrates effort on the part of an employee who deserves special recognition. This may include such acts as:

- Exceptional courtesy or compassion
- Saving a life
- Heroic acts
- Or any other act you feel deserves recognition.



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Police Department  
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### PHONE

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### FAX

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### EMERGENCIES

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### EMAIL

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### WEB

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## How to Provide Feedback



STEPHEN F. AUSTIN  
STATE UNIVERSITY

University Police Department

## We value your input.

## THE COMPLAINT PROCESS

It is the policy of the university police department that allegations of employee misconduct or criticism of services initiated by a citizen or a member of the department be thoroughly investigated and promptly adjudicated. The proper relationship between the police and community is built upon confidence and trust. Therefore, it is essential we provide a method to ensure complaints are properly handled.

Police officers must be free to act in a reasonable, lawful and impartial manner without fear of reprisal, while simultaneously observing the rights of all people. The complaint process is designed to protect the public from improper conduct or actions of police employees, the department from employees who tarnish the relationship between the police and the community, and the employee from unjust complaints.

The university police department utilizes recognized and accepted investigative techniques to conduct impartial complaint investigations. We are committed to maintaining an image of fairness and objectivity.

Complaints are received in a number of ways, including by letter, telephone and in person. Texas Law (Local Govt. Code 614.022) requires that for a formal investigation to be conducted, a complaint must be in writing and signed by the complainant. This can be done in the form of a letter from the complainant or on the department's citizen's written complaint form.

Citizens wishing to make a formal complaint concerning the conduct of a university police department employee should follow these steps.

1. Contact a police supervisor or any police employee and ask for a citizen's written complaint form, or send a notarized letter to the chief of police at the university police department, P.O. Box 13062, Nacogdoches, TX 75962.
2. Your written statement must be signed and should be detailed and specific.

3. Texas law (Local Govt. Code 614.023) requires the employee be furnished with a copy of the written complaint in order to respond to the allegations. You should not be concerned about retributions for legitimately initiating a complaint. Procedures are in place to prevent this.
4. You will receive a letter of receipt of your complaint that will contain a control number for tracking purposes.
5. If you telephone us with a complaint or do not complete the written complaint process at the time of your complaint, you will receive a letter reiterating the need to provide a written statement in order to formalize the complaint.
6. If your complaint involves physical injury where you required medical attention, you may be asked to sign a waiver to release your medical records. We also may ask you to photograph the injuries.
7. At the conclusion of the investigation (45 to 90 days), you will receive a letter advising you of the investigation's results. If your complaint is sustained, we will not be able to advise you of the specific disciplinary action taken against the employee.
8. A disagreement over the validity of a traffic citation or point of law is not a complaint and should be resolved in the court that has jurisdiction regarding the matter.
9. Your complaint will be investigated in the most expeditious way possible and with the utmost integrity. If you have questions, please contact the university police department or the chief of police.

## COMPLAINT DISPOSITIONS

Professional standards complaint dispositions that may be reached at the conclusion of the investigation:

- **Exonerated:** The employee's actions were lawful and proper.
- **Unfounded:** The incident did not occur or the employee was not involved.

- **Sustained:** The investigation concluded that the incident occurred, the actions of the employee were inappropriate or unlawful and administrative disciplinary action was taken.
- **Not Sustained:** Evidence failed to prove or disprove the allegations.

## DISCIPLINARY ACTIONS

The following are types of administrative disciplinary actions that may be taken on sustained complaints.

- Oral reprimand/counseling
- Training
- Written reprimand
- Suspension
- Demotion
- Termination
- Criminal charges may be filed if a complaint of criminal activity is sustained.

