



## **SCHLEICHER COUNTY SHERIFF'S OFFICE**

### **How To File a Complaint or Compliment**

At the Schleicher County Sheriff's Office, our mission is to act with fairness, legality, and respect while serving the citizens and visitors of our community. We are committed to transparency and responsiveness to feedback from the public. Our goal is to provide exceptional service to every citizen, and we continually seek ways to improve our practices.

While we strive for positive interactions and excellent service, we understand that there may be times when concerns arise regarding our conduct. We encourage anyone who believes they have experienced misconduct to file a complaint. We are dedicated to handling all complaints swiftly, thoroughly, and impartially. All complaints will be managed confidentially and with respect for both the complainant and the officer involved. We are dedicated to professional and accountable service and are committed to addressing any shortcomings.

Law enforcement officers often face challenging situations, and when they handle them with care, professionalism, and respect, they deserve to be acknowledged. When an officer goes above and beyond in the line of duty, it is important to recognize their efforts, dedication, and professionalism. Complimenting an officer is a positive way to show appreciation for their service.

#### **How Complaints are Made**

A person desiring to make a complaint may contact an on-duty supervisor at (325) 853-2737.

According to the Texas Government Code Title 6, Subchapter B, Section 614.022, all complaints against law enforcement officers must be submitted in writing and signed by the complainant. The officer must receive a copy of the signed complaint before any disciplinary action can be taken.

A person refusing to make a written complaint does not necessarily prevent an investigation from being initiated on the facts provided but does cause the matter to be more difficult to process to an effective conclusion.

Complaints must be filed within 30 days of the incident. Investigations are required to be completed within 180 days.

The agency will conduct a thorough investigation of your complaint, and you will be notified of the results.

**The agency does not investigate complaints concerning traffic citations or criminal charges when an individual's guilt or innocence is the only issue in question. These cases will go through the appropriate court for disposition.**

## **False Complaints**

Filing a false complaint against a law enforcement agency employee is a violation of the Texas Penal Code, Section 37.02. 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. This information is not intended to intimidate citizens or discourage valid complaints. It is intended to prevent false complaints against officers.

## **How Long Do Investigations Take?**

Most investigations are completed within thirty (30) days.

## **What Happens When a Complaint is Found to be True?**

If the investigation of a complaint reveals evidence to prove the allegation of misconduct is true and should be sustained against an employee, the agency will notify the employee of the finding. Depending on the nature of the violation, actions against an employee for sustained misconduct may range from counseling or retraining to suspension or termination.

## **What Happens if the Complaint is Not True?**

Complaints can be sustained only when supported by substantial evidence. If there is insufficient evidence to substantiate the complaint, no action will be taken against the employee.

## **Options After a Decision is Made**

### **Employee Appeal**

An employee may appeal an adverse administrative action through established procedures set forth by Schleicher County.

### **Citizen Appeal**

If you are not satisfied with the result of the investigation, you may appeal your complaint to the office of the Schleicher County Sheriff.

## **Racial Profiling Complaints**

Members of the Schleicher County Sheriff's Office are prohibited from engaging in bias-based profiling or stopping, detaining, searching, arresting, or taking any enforcement action including seizure or forfeiture activities, against any person based solely on the person's race, color, religion, or creed, national origin or ancestry, sex, age, physical or mental disability, veteran status, genetic information, or citizenship. The Texas Code of Criminal Procedure, Art. 2.132 Law Enforcement Policy on Racial Profiling, requires the agency to provide public education on the racial profiling complaint process. For the Schleicher County Sheriff's Office, the process of filing a racial profiling complaint is the same as the agency's process described in filing a complaint against an officer.

## **How Compliments Are Filed**

If you would like to recognize a Schleicher County Sheriff's Office employee for doing an outstanding job, please submit a compliment letter to the Sheriff detailing the event. The letter will be placed in the employee's permanent personnel file.

A compliment letter can be sent to:

Schleicher County Sheriff's Office  
P.O. Box 1119  
Eldorado, TX 76936

You may also call the Schleicher County Sheriff's Office at 325-853-2737 and ask to speak with the employee's supervisor and give them the information.

## **Complaint and Compliment Forms**

Complaints or compliments filed regarding Schleicher County Sheriff's Office employees are made by filling out the provided Citizen Complaint Form or Employee Compliment Form.

These PDF forms are located on the following pages. The forms can be printed, completed, signed, and returned to the Schleicher County Sheriff's Office.

## **Filing a Complaint Against a Schleicher County Sheriff's Office Employee**

Use the provided form to file your complaint involving a Schleicher County Sheriff's Office employee. Print the form, fill it out completely, and **sign it in the presence of a Notary Public**.

Forward the completed form to: **Chief Deputy, Schleicher County Sheriff's Office, P.O. Box 1119, Eldorado, TX 76936**. A Schleicher County Sheriff's Office Supervisor will contact you upon receipt of the complaint.

You can also bring your completed complaint to the Schleicher County Sheriff's Office in person at: **4 S. Divide Street, Eldorado, TX. 76936**. Should you have questions about the process, please contact the Schleicher County Sheriff's Office Chief Deputy at (325) 853-2730.

**Please note: The complaint form must be signed in the presence of a Notary Public.**