

The **Temple Police Department** is dedicated to providing exceptional service to the citizens and employees through a problem solving approach, emphasizing a commitment to **excellence through teamwork**.

The Police Department is sincerely interested in both rewarding above average performance and in taking corrective action in those instances where an employee fails to meet our standards.

Commendation Procedure

How to File a Commendation

To commend or compliment the performance of a Temple Police Department employee, notify the Temple Police Department by visiting, writing or calling:

Temple Police Department
209 East Avenue A
Temple, TX 76501
(254) 298-5788

You will be provided a Temple Police Department Citizen Commendation / Complaint Form to complete. If the commendation is received verbally, this form will be completed by a supervisor and forwarded through to the Chief of Police.

When a compliment or commendation is received by mail, it too will be forwarded through to the Chief of Police.

Letters of commendation from citizens are posted for all Department employees to view. The Police Department and its employees appreciate the effort and consideration of concerned citizens who take the time to commend employee performance.

Complaint Procedure

How to File a Formal Complaint

A person wishing to file a formal complaint should contact a supervisor at the Temple Police Department. The supervisor will provide you a Temple Police Department Citizen Commendation / Complaint Form, or one will be mailed to you. You will be required to return the complaint in person and sign the form in the presence of a Department notary. You will be notified by the Investigating Officer as to the progress of your investigation. You may be required to supply additional information. Once the investigation has been concluded, you will be notified by mail as to the disposition of your complaint.

Polygraph

During the course of the investigation, you (as the complainant) may be requested to submit to a polygraph examination.

If Complaint is Substantiated

When the investigation of a formal complaint reveals that the charges are true and should be sustained against the employee, the Department may take one of the

Following actions; depending on the nature of the violation:

1. Training provided or assigned by the correcting supervisor;
2. Verbal counseling;
3. Written counseling;
4. Letter of reprimand;
5. Suspension without pay;
6. Demotion;
7. Indefinite suspension or dismissal.

If a Complaint is not Substantiated

If there is not sufficient evidence to support the allegations, the investigation is closed and no further action is taken.

False Statement

Any false, misleading or untrue statements, accusations or allegations made in relation to the employee of the Police Department may lead to civil and/or criminal sanctions.

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

The Temple Police Department is comprised of professionals dedicated to serving you.

Temple Police Department

Citizen Commendation/Complaint Form

I, _____, wish to make a commendation/complaint on

_____. My Commendation/complaint is based on the following facts:

Date Occurred: _____ Day of Week: _____ Time Occurred: _____ AM/PM

Multiple horizontal lines for providing details of the incident.

Name: _____ Date of Birth: _____

Address: _____ City: _____ State: _____ Zip: _____

Telephone Number: _____

I understand, and it is desired, that this complaint will be investigated diligently. I further understand that if the investigation proves these allegations to be false, I may be liable to both criminal and civil prosecution. I also understand that, in some cases, I may be asked to submit to a polygraph examination as part of the investigation.

(If this form is used for a commendation, the form does not require a notary's signature)

Date

Name

Subscribed and sworn to before me on this date _____ Day of _____, 20__

Notary's Signature

(Seal)

My notary Public Commission expires: _____