

Complaint Procedures



Bellaire Police Department

Randall C. Mack
Chief of Police

5110 Jessamine
Bellaire, Texas 77401
(713) 668-0487
www.bellairepolice.com

Information on the complainant process
concerning Bellaire Police Department
employees.

Your Complaint is Important

Your complaint is important to the Bellaire Police Department for several reasons. Police Department employees, especially police officers, hold a public trust and maintaining this trust is essential to successful law enforcement. As such, unprofessional conduct is not tolerated. The information contained herein may be utilized to file a complaint if an individual believes that an officer has engaged in racial profiling or any other misconduct.

Citizen complaints allow the Police Department to:

- *Review employee conduct
- *Review police practices
- *Review department policies

The Bellaire Police Department is providing this information on our complaint procedures in an effort to answer questions you might have.

A disagreement over the validity of a traffic citation is not a complaint. Such disagreements should be resolved in Bellaire Municipal Court.

Complaint Procedures

Persons wishing to file a formal complaint, which alleges misconduct, must do so within thirty (30) days of the incident.

The Chief of Police may waive this requirement if exigent circumstances exist. There are no time constraints for criminal allegations.

Persons wishing to complain will be referred to an on duty supervisor. Sometimes a supervisor explaining law, procedure, or policy can resolve a complaint.

Some people do not wish to file a formal complaint, but do wish to inform a supervisor of an employee's actions. This is an option you may decide is most appropriate.

Should an on duty supervisor not be able to resolve a complaint, the supervisor will refer the complaining party to the lieutenant which has control over the employee's unit. This lieutenant will schedule a mutually convenient time and date to meet.

At this meeting, the complaint will be discussed with the complaining citizen. If it is determined to proceed with a complaint, the complaining party will be asked to complete an affidavit outlining the details of the complaint. The facts of the complaint will be presented to the Chief of Police.

If the Chief of Police believes that an internal investigation is appropriate, the Chief will then assign an investigator to the case. Investigators will attempt to complete investigations within thirty (30) days.

When an investigation is complete, it shall be reviewed with the Chief of Police. The Chief will determine if a Review Board should be convened to consider the case.

Police Review Board

The Review Board is comprised of selected Bellaire Police Officers. These officers review the case to determine if the investigation was properly conducted and the investigation is complete. The Review Board also classifies each allegation. Classifications are as follows:

- Unfounded** - act or conduct did not occur
- Exonerated** - act or conduct did occur but was proper, lawful, and/or justified
- Sustained** - allegation found to be proven
- Not Sustained** - allegation cannot be proven or disproved

The Review Board reports its findings to the Chief of Police and recommends discipline to the Chief as may be appropriate.

Filing a Complaint Now

If you want additional information or wish to file a complaint at this time, ask to speak to a supervisor and one will be with you in a moment. Please be patient, most times a supervisor will have to be called into the office.

If you obtained this pamphlet through the mail, please call the Bellaire Police Department at 713-668-0487 to begin the process.

Needed Information

Having certain information organized will help facilitate the process. Information that will be needed:

1. **Date/Time/Location** of the incident being reported.
2. **Employee/Employees** involved.
3. **Names and telephone numbers of other persons** that may have observed the incident and may be able to provide additional information.
4. **Brief description** of the incident.
5. **Specific actions** you may be complaining of. For example, was the employee rude and if so how, etc.
6. **How you may be contacted.** Telephone numbers, the best time of day, etc.

It is understood that persons may not always have all the information we need to review an incident. If this is the case, we will review shift schedules, reports,

and other documentation in an effort to locate additional information.

3 Ways to Initiate Action

1. **In Person** - at the Bellaire Police Station located at 5110 Jessamine, Bellaire, Texas 77401.
2. **Telephone** - call 713-668-0487 and ask to speak to an on duty supervisor.
3. **Mail** - you may forward mail concerning a complaint to:

Assistant Chief Holloway
5110 Jessamine
Bellaire, Texas 77401

Additional Help

We have attempted to provide you with information on the Bellaire Police Department's complaint process. Should you have any additional questions please contact one of the persons below for assistance.

Assistant Chief Byron Holloway
713-662-8123 or bholloway@bellairepolice.com
Patrol Lieutenant William Bledsoe
713-662-8122 or bledsoe@bellairepolice.com

Support Services Lieutenant Michael Leal
713-662-8288 or mleal@bellairepolice.com
(Spanish Speaking)