

Complimenting an

There are times that Officers and employees of the Wichita Falls Police Department go above and beyond their call for duty. Law Enforcement employees appreciate it when their good deeds are noticed. Many times officers are remembered for the traffic tickets they issue or the arrest they made, and not for the helping hands they extend every day.

If an officer or employee of the Wichita Falls Police Department provides services that you wish to thank them for, or commend them for, please fill out the Report of Service form provided in the lobby of the Police Station or write a letter to the Chief. We will see that that employee receives the form or the letter and that a copy is placed in their personnel folder.

Just a small note of thanks or a positive comment goes a long way to boost the morale of not only the involved employee, but also those around them the employees are more positive about themselves and the services they provide.

Report of Service forms can be turned into the Police Department at the front desk, phoned in, turned in to a supervisor, or mailed to the Wichita Falls Police Department at the following address:

**Wichita Falls Police Department
610 Holliday
Wichita Falls, TX 76301
(940) 761-7723
(940) 720-5000**

The Wichita Falls Police Department offers a Citizen Ride-a-Long program. This is an opportunity for citizens to ride with an on-duty patrol officer. For more information call the Training Office at 720-5059.

Wichita Falls Police Department

Chief of Police	(940) 761-6832
Communications	(940) 720-5000
Communications Supervisor	(940) 720-5063
Community Services Office	(940) 720-5016
Crime Prevention	(940) 720-5019
Crime Stoppers	(940) 322-9888 (800) 322-9888
Records Section	(940) 761-7782
Criminal Investigations Section (Detectives)	(940) 761-7762
Juvenile Unit	(940) 761-7762
Narcotics Section	(940) 761-7720
Office of Professional Conduct (Internal Affairs)	(940) 761-7723
Patrol Supervisors	(940) 720-5000
Patrol Checks	(940) 761-7792
Property / Evidence	(940) 761-7798
Public Information Officer	(940) 720-5016
Statistics	(940) 761-7787
Traffic Section	(940) 761-6862 (40) 761-7791
Training Section	(940) 720-5059
All others not listed	(940) 720-5000

IMPORTANT NUMBERS

Emergency	911
Information Desk	(940) 761-7792
Accident Records	(940) 761-7786



Citizen Complaint Procedures

How do I file a complaint against an officer or employee of the Wichita Falls Police Department, and how are those complaints handled?

Complimenting Employees Procedures

How do I compliment or thank an Officer or an employee of the Wichita Falls Police Department for a job well done?

The answer to both questions is by using a Report of Service form, available in the lobby or the front desk of the Police Station, or from any on-duty supervisor. These forms are used for complaints and compliments.

**Wichita Falls Police Department
Office of Professional Conduct
(940) 761-7723
24-hour number, (940) 720-5000**

Complaint Investigations

The Wichita Falls Police Department is committed to fair, efficient and impartial law enforcement. Any misconduct by Department employees must be detected, thoroughly investigated, and properly adjudicated to assure the maintenance of these qualities. A police department is often evaluated and judged by the conduct of individual employees. When an informed public knows its Police Department honestly and fairly investigates and adjudicates all allegations of misconduct against its employees the community develops trust in its Police Department. At the same time employees must be protected against false allegations of misconduct. This can only be accomplished through a consistently thorough investigative process.

The Report of Service forms are available to make complaints. They can also be phoned in (a signature will be required at a later date) or a letter can be mailed to the Police Department. Please insure it is signed.

Frequently Asked Questions

Who do I talk to first? The Office of Professional Conduct is available during regular business hours or you may make a complaint to any on-duty supervisor. The Chief is notified of all complaints after they are filed.

Who will investigate my complaint? The Office of Professional Conduct investigates some complaints and some are investigated by the employee's Commander. The seriousness of a complaint is based on guidelines from the Chief.

What if I am under 17 years of age? You still have the right to make a complaint with the assistance of a responsible adult.

How will I know what happens to my complaint? You will be notified when the investigation has been completed. This does not apply to anonymous complaints.

Does my complaint have to be in writing? Yes. Before a complaint can be looked into formally, the complaint must be in writing. A signature and date must also be included.

Will the employee know who complained on them? The employee is notified who complained on them and what the complaint is about. This gives the employee an opportunity to give their side of the story. Other information about the investigation is kept confidential and the employee does not have access to the information in the investigation.

Complainants should not be concerned with retribution for making a legitimate complaint. Any conduct of this nature by an employee will not be tolerated. There are policies in place to prevent such conduct.

The supervisor of the employee can explain many complaints. If you wish to talk to a supervisor they will attempt to resolve the complaint informally. You may still file a complaint if you are not satisfied with their

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Additional Information

The filing of a formal complaint against an employee of the Wichita Falls Police Department by you institutes an administrative investigation, which could possibly result in disciplinary action being taken against the employee.

Therefore: *A person who makes a false statement under oath concerning a complaint filed against a law enforcement officer as required by Chapter 614, Subchapter B in the Government Code, with intent to deceive and knowledge of the statement's meaning, is guilty of aggravated perjury under Section 37.03 of the Texas Penal Code if he/she has knowledge of the content of the complaint, the purpose of the filing, and the official character of the investigation conducted in connection therewith, and if the statement is material.*

Complainants who have current criminal or traffic charges pending should be aware that the internal review process deals solely with Department policy matters and the conduct of Department employees. **Regardless of the outcome of a complaint investigation, existing criminal or traffic charges must be dealt with through the proper courts.**

The Wichita Falls Police Department realizes that confusion, different perceptions, or the timeliness of information sometimes will result in descriptions that produce different versions of the same incident. This is common in all police work; however a deliberate making of a report that the complainant knows to be false or misleading may result in criminal or civil action against the complainant.