



UNIVERSITY OF ST. THOMAS POLICE DEPARTMENT

3807 Graustark St • Houston, TX 77006 • Phone: (713) 525-3888 • Fax: (713) 942-5966



How to File a Commendation or Complaint

The University of Thomas Police Department goal is to improve the quality of services provided, to promote a high level of public confidence, and to enhance and maintain the professional integrity of this department and its members. The USTPD will perform their duties within the boundaries of established legal and ethical standards in addition to providing the service the UST community wants and expects.

Commendations:

The University of St. Thomas Police Department welcomes and encourages your comments regarding our employee's service to you. If you would like to recognize an employee, please send us your comments by email or send written correspondence to the following addresses:

UST Police Department
3800 Montrose Blvd.
Houston, TX 77006
Or
police@stthom.edu

Type of Complaints:

Informal Complaints - complaints that are not of a serious nature and both the complainant and the department official taking the complaint agree that the situation can be handled without going through the formal process.

Formal Complaints - a formal written allegation signed by the complainant against a member of the Department, which could result in disciplinary action up to and including termination, and which alleges the commission of one or more of the following:

- a. An infraction of Department rules, regulations, or policies.
- b. An illegal act.

Complaint Procedures:

1. Complaints against UST PD normally will not be accepted more than thirty (30) calendar days after the alleged incident. Exceptions to this are:
 - a. When the act is of a criminal nature and supported by evidence. Criminal statutes will prevail in such case.
 - b. When the complainant can show good cause for not making complaint within the prescribed time. (Example: out of town; ill and unable to report; occurred during the school holiday, etc.)
2. Anonymous complaints will not be acted upon until information can be verified.
3. Persons other than the affected person cannot file for him or her. If a juvenile is the complaint, their parents or guardian will make the written complaint.
4. All formal complaints will have to be signed and dated by the complainant to be accepted.
5. All formal complaints will have to be notarized by a notary to be accepted.

Investigation:

6. After filing the Original Complaint Notice, you will be interviewed by an investigator to ensure there are valid grounds on which to proceed.
7. You are required at this point to provide a notarized statement containing details of the complaint. In filling out this complaint form, it is important to be as specific as possible because the subsequent investigation will be based upon the facts provided. Any information will be kept confidential if requested.
8. Department personnel under investigation for a complaint will be notified by the Chief of Police of the details of the complaint.

9. Should it be determined at any time during the investigation the complaint is unfounded. The investigation will be terminated. Notice and justification will be forwarded to the Chief of Police, who will promptly notify the complainant.
10. All investigations will be concluded within thirty (30) calendar days from the date the complaint investigation is assigned to an investigator unless an extension is granted by the Chief of Police
 - a. The complainant and the accused employee will be notified in writing of the reason for the delay. Both parties will be notified in writing of the classification and final disposition for the complaint.
 - i. **Unfounded** - The allegation is false, not factual
 - ii. **Exonerated** - The incident occurred, but was lawful and proper or was justified under the existing conditions.
 - iii. **Not Sustained** - There is insufficient evidence to prove or disprove the allegations.
 - iv. **Sustained** - The allegation is supported by sufficient evidence. A sustained complaint may result in disciplinary action against the employee.
 - b. If a complainant deliberately gives false information during the complaint process, the information can be presented to the District Attorney's office for prosecution.
11. The Chief of Police has the legal authority, during a complaint investigation, to relieve department employees from their duties when such action is in the best interest of the public, the department, and the university.
12. Complete records of the complaint reception, investigation, and disposition will be permanently maintained by the department.
13. The UST Police Department is obligated to protect the rights of the citizens and its community. It also has the responsibility of protecting its employees from unjust or malicious charges. In this context, we feel it is important to advise complainants of the following Texas Penal Code section:

Section 37.02 Perjury

- (a) A person commits an offense if, with intent to deceive and with knowledge of the statement's meaning:
 - 1) He makes a false statement under oath to truth of a false statement previously made and the statement is required or authorized by law to be made under oath; or
 - 2) He makes a false unsworn declaration under Chapter 132, Civil Practice and Remedies Code.
- (b) An offense under this section is a Class B Misdemeanor.

Section 37-3 Aggravated Perjury

- (c) A person commits an offense if he commits perjury as defined in Section 37.02, and the false statement:
 - 1) Is made during or in connection with an official proceeding; and
 - 2) Is material
- (d) An offense under this section is a felony of the third degree.

Racial Profiling Complaints:

A racial profiling complaint follows the same policy and procedures that is used for all complaints. Information on filing a complaint of racial profiling can be received by contacting the UST Police and speaking with a supervisor on duty.

Filing a Complaint:

Please download the complaint form from our website or you may come to the UST police department and request a complaint packet.

Upon completion of an investigation into a formal or informal complaint, you will be notified as to the outcome.



UST Police Department

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CITIZEN COMPLAINT FORM Confidential

Complainant's Section					
Last Name:		First Name:		Middle Initial:	
Address:			City	State	Zip Code:
Phone Number:			Work Phone Number:		

Incident Section		
Date of Incident(s):	Time of Incident(s):	Location where alleged incident(s) occurred:
Do you desire a written response? <input type="checkbox"/> Yes <input type="checkbox"/> No Do you wish to know the final disposition of your complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No Are you alleging any racial profiling as part of your complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Employee's Information		
Name of officer(s) or employee(s) against whom complaint is being filed, or other identifying marks (vehicle number, badge number, etc.)		
Name:		Badge Number:
Rank:	Vehicle Number:	Other Information:

Witness or Witnesses- If any	
Name of Witness:	Phone Number:
Name of Witness:	Phone Number:
Name of Witness:	Phone Number:

Complaint/Commendation
Please provide as much information about the reason you were contacted by the officer/employee. Specific information about the date, time, and location will help in locating information if you do not know the officer/employee's name.

I understand that this statement of complaint will be submitted to the **UST Police Department** and may be the basis for an investigation. Further, I sincerely and truly declare and affirm that the facts contained herein are complete, accurate, and true to the best of my knowledge and belief. Further, I declare and affirm that my statement has been made by me voluntarily without persuasion, coercion, or promise of any kind.

I understand that, under the regulations of the department, the employee against whom this complaint is filed may be entitled to request a hearing before a board of inquiry. By signing and filing this complaint, I hereby agree to appear before a board of inquiry, if one is requested by the employee, and to testify under oath concerning all matters relevant to this complaint.

For all complainants please have this form notarized. A notary will be available at the UST Police Department Mon – Fri from 7:00 AM to 3:00 PM

Sworn to and subscribed before me, this the _____ day of _____, _____

Notary public in and for, State of _____

My commission expires ____ / ____ / ____

Printed Name of Notary _____

Notary Seal or Stamp

Signature of Notary _____

Signature of Complainant:	Date:
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Check if complaint refused to sign

Name of Person Receiving the Complaint:	Signature of Person Receiving the Complaint:	Date and Time Received:
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Internal Audit Trail

Name of Corporal Reviewing Complaint:	Date Reviewed:
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Actions/Recommendations:

Referred for Investigation: <input type="checkbox"/> Yes <input type="checkbox"/> No	Signature of Corporal:
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Chief of Police Reviewed	Date Reviewed:
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Actions/Recommendations:

Referred for Investigation: <input type="checkbox"/> Yes <input type="checkbox"/> No	Signature of Chief of Police:
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Referred for Investigation

Date:	Received By:	Date Reviewed:
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Final Determination

Findings: Unfounded Exonerated Not sustained Sustained

Actions: In policy/No Action Remedial Training Departmental in-service training Termination

Comments:

Investigator's Signature:	Date
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Supervisor's Signature:	Date:
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Chief of Police Signature:	Date:
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