



The Jacksonville Police Department is dedicated to providing the best police services possible to the residents and visitors of Jacksonville. Police employees are carefully selected and given the best training available in order to provide professional service. However, you may have occasion to lodge a complaint in reference to the actions of a member of the Jacksonville Police Department. In order to be responsive to you, we are providing the following guidelines on how complaints should be made, how they are investigated, and their results.



## Jacksonville Police Department

**210 W. Larissa St.  
Jacksonville, TX. 75766**

[www.jacksonvilletx.org](http://www.jacksonvilletx.org)

**903-586-2549**

**Joe Williams  
Chief of Police**

# Jacksonville Police Department

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## HOW TO FILE A COMPLAINT

## Complaint Information

### HOW ARE COMPLAINTS MADE?

Any person wishing to make a complaint may do so by coming to the Jacksonville Police Department located at 210 W. Larissa St, Jacksonville TX. 75766 or by visiting our website at JacksonvilleTX.org.

TEXAS STATE LAW (Government Code 614.022) requires that all complaints against police officers be in writing and signed by the person making the complaint. Just as citizens who are arrested must be notified of the charges against them, police officers must be given copies of complaints before any disciplinary action may be taken. The person who claims to be aggrieved must make the complaint. Other persons involved in the incident may give statements as witnesses. Traffic tickets issued or differences of opinion between police officers and citizens over the issuance of traffic tickets or the guilt or innocence of persons arrested will not be investigated unless there are specific allegations of misconduct against members of the Department.

The Jacksonville Police Department prohibits its officers from engaging in racial profiling. A person wishing to make a complaint in reference to alleged racial profiling by a Jacksonville Police Officer should follow the complaint process outlined in this document.

### FALSE COMPLAINTS

People who intentionally make false complaints or allegations against police officers violate Chapter 37 of the Texas Penal Code. Texas law provides punishment for an individual adjudged guilty of committing an offense, if with the intent to deceive and with knowledge of the statement's meaning, he/she makes a false

statement under oath or swears to the truth of a false statement previously authorized by law to be made under oath. A person who commits an offense under this section can be charged with offenses ranging from a Class B Misdemeanor to a Felony of the Third Degree. Punishments can range from confinement and a fine not to exceed \$10,000. This information is not intended to intimidate the complainant or any witnesses, but is provided to avoid retaliation against police officers or department staff.

### WHAT HAPPENS WHEN A COMPLAINT IS FOUND TO BE TRUE?

When the investigation of a complaint reveals that the charges are true, and should be sustained against a police employee, the Chief of Police notifies the employee and may take one of the following actions, depending on the nature of the violence:

- Reprimand the employee;
- Suspend the employee without pay
- Demote the employee; or
- Discharge the employee

### WHAT HAPPENS IF THE COMPLAINT IS NOT TRUE?

Police employees must be afforded certain rights the same as with all citizens and complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the officer is notified and continues on duty. If he/she was removed from duty during the investigation, the employee will be paid for that period.

### OFFICER CAN APPEAL THE DECISION

Just as citizens charged with criminal offenses can appeal a court's decision, police employees are afforded the right to appeal the actions taken against them. The City of Jacksonville established procedures for ensuring that complaints by citizens against police employees are thoroughly and impartially investigated.

### WHAT IF YOU ARE NOT SATISFIED WITH THE DECISION?

You will be notified of the results of the investigation. If you are not satisfied with the results of the investigation, you may appeal to:

- Office of the Chief of Police, located at the Jacksonville P.D.
- Office of the City Manager located at City Hall, 315 S. Ragsdale St., Jacksonville, TX
- Cherokee County District Attorney, located at Cherokee County Courthouse
- Federal Bureau of Investigation, located at 12515 Research Blvd, Suite 400, Austin, TX.

The Jacksonville Police Department is vitally concerned with the welfare of all residents and visitors to Jacksonville. The Police Department will take action where employees have been proven derelict in their duties or are guilty of wrongdoing.

### COMMEND AN OFFICER

Likewise, if you see an employee doing outstanding work, tell the employee or a police supervisor or commend them at the Jacksonville Police Department. Your Jacksonville Police Department is made up of individuals who are dedicated to serving our community.