

The Huntsville Police Department is dedicated to providing the best police service possible to all its citizens. Our employees are carefully selected and trained to provide this service to the community. The Huntsville Police Department is genuinely interested in recognizing employees that are committed to this goal. The Huntsville Police Department is also committed to acting when its employees are derelict in their duties and investigating allegations of wrongdoing. As a citizen, your participation is welcomed and needed to ensure that outstanding employees are recognized for their performance and so that employee misconduct does not go unreported. All compliments and complaints are reviewed by the on-duty supervisor or a member of the command staff. Compliments and complaints can be reported in person, by telephone, mail, email, or through the Huntsville Police Department website. Compliments or complaints can be reported 24 hours a day to any on-duty supervisor.

Compliments

How to compliment or commend a Huntsville Police Department employee:

Call the Huntsville Police Department and speak to an on-duty supervisor - 936-291-5480 or 936-435-8001

Send an email to the Huntsville Police Department - pdcomplimentsorcomplaints@huntsvilletx.gov

Write a letter to the employee's supervisor, the Assistant Chief, or the Chief of Police. Letters of commendation are reviewed and logged in the employee's personnel file.

Letters may be addressed as follows:

Huntsville Police Department

560 FM 2821W

Huntsville TX, 77320

Complaints

How to file a complaint against a Huntsville Police Department employee:

When a person has a complaint against a Huntsville Police Department employee, the complaint should be directed to an on-duty patrol supervisor. The person may call the police department to arrange a phone call or in person meeting with the supervisor, or the person may appear and ask for an on-duty supervisor at any time. Complaints may also be made by mail, email, or through the Huntsville Police Department website. Click on the link to send an email to the Command Staff regarding complaints against employees. www.huntsvilletx.gov/784/Compliments-or-Complaints

Complaints will only be accepted from the person with whom the employee interacted or from a witness to the incident in question. Complaints derived from hearsay information from a 3rd party will not be accepted. Parents, or guardians, of children under the age of 18 years of age may complain on behalf of the child.

Texas law requires that a complaint against a Police Officer must be submitted in writing and signed by the person making the complaint. Just as citizens must be advised of the charges against them and given an opportunity to defend themselves, a Police employee must be given a copy of the complaint before any disciplinary action may be taken against them.

Persons making allegations of official misconduct that are proven to be untrue may be prosecuted for filing a false complaint and/or making false statements to a police officer.

All official complaints will be fairly and thoroughly investigated.