

Coppell Police Department **Mission Statement**

It is the mission of the Coppell Police Department to maintain a safe and peaceful community environment by providing effective and efficient law enforcement services through community partnerships, public education, and quality service.

Organizational Principles And **Philosophies**

- We accomplish our mission through the collective contributions of our people and the community.
- We manage our responsibilities and resources, taking ownership for our work.
- We encourage creative problem solving, celebrating our accomplishments and acknowledge that there will be mistakes from which we can learn.
- We constantly evaluate our actions against basic tests for ethical behavior (Lippitt, 1969).
- We recognize the demanding nature of our work and promote an environment conducive to the total well being for our employees.

Racial Profiling Policy

Coppell Police Officers are strictly prohibited from engaging in racial profiling.

Racial profiling is defined by the Texas Code of Criminal Procedure as a law enforcement-initiated action based on an individual's race, ethnicity, or national origin rather than on the individual's behavior or on information identifying the individual as having engaged in criminal activity.

Any person who believes they are a victim of racial profiling is urged to speak with an on-duty supervisor in person or by phone at 972-304-3610. We would prefer to speak with you in person, but all complaints will be addressed regardless of the manner they are received. If the matter proves to be more serious in nature, Texas state law requires that the complaint be signed and in writing.

To maintain a professional and impartial relationship with motorists stopped for traffic violations, the Coppell police department has equipped every vehicle used for enforcement with an audio/video recording system. Officers are required to activate the cameras during all traffic and pedestrian stops and the recording is available for review by supervisors in the event of a complaint.

Inside this brochure you will find the steps you need to file a complaint.

Coppell Police Department



Citizen Complaint and Racial Profiling Procedures

Coppell Police Department
130 Town Center Blvd.
Coppell, Tx 75019
972-304-3600

THE IMPORTANCE OF YOUR COMPLAINT

The Coppel Police Department recognizes that its employees are responsible for their conduct where the public is concerned. The department also acknowledges that at certain times, conflicts between citizens and agency employees can arise. It is essential to the safety of our community that the relationship between police and citizens be built on confidence and trust.

Police Officers must be free to exercise their best judgment and initiate proper action in a reasonable, lawful, impartial manner, without fear of reprisal. At the same time, they must observe the rights of all people. The complaint process and appropriate disciplinary procedures not only subject agency members to corrective action when they conduct themselves improperly, the guidelines also protect them from unwarranted criticism when they discharge their duties properly.

A disagreement over the validity of a traffic citation is not a complaint. Such disagreements should be directed to the court that has jurisdiction in the matter.

Filing False Police Complaints

The deliberate making of a report that the complainant knows to be false or misleading could constitute a violation of State Law.

Making a False Complaint (Texas Penal Code Section 37.02, Perjury Section) is a Class A misdemeanor punishable with a fine of up to \$4,000, or confinement in jail for up to one year or both.

Types of Complaints

Any person who believes that any Coppel Police Department employee has been involved in improper conduct or has a criticism of Department services has the right to make a complaint. There are two types of complaints that may be made against members of the police department:

Class I Incidents usually involve serious alleged acts such as criminal misconduct, allegations of civil rights violations or discrimination, or allegations of unnecessary force. Class I Incidents must be in writing and must be signed by the complainant. (Texas Government Code 614.022)

Class II Incidents usually involve employee behaviors, such as rudeness, discourtesy, offensive language, harassment, minor misconduct, or improper police procedures. Class II Incidents will normally be investigated by the immediate supervisor. Class II Incidents may be made in person, by telephone, or by letter.

The Chief of Police or his designee will determine if an internal investigation (also known as an Internal Affairs investigation) will be conducted.

The Complaint Process

There are several ways you can file a complaint. You can call, mail a letter, or ask to speak with a police supervisor about your complaint. The police supervisor may be able to investigate and resolve your complaint. If not, the police supervisor can assist you with the process of filing your complaint. If you do not wish to speak with the supervisor about the incident, the supervisor can provide you with a written form to complete.

Complaints may be filed anonymously without giving your name, but you will not be notified of the end result if you choose to remain anonymous.

The Investigation Process

The Coppel Police Department investigates all complaints received from citizens in a fair and unbiased manner. Citizens who file complaints are treated respectfully, and their accusations are taken seriously.

After receiving a complaint, an investigation will be conducted. During the course of an investigation, the investigator will interview witnesses and subjects involved with the complaint. The investigator will also review documents, audio and video recordings, or other items as necessary related to the complaint.

Investigations of complaints regarding employees are taken very seriously and will be completed in a timely manner.

The primary objectives of internal investigations are:

- Protection of the Public
- Protection of the Department
- Protection of the Employee
- Removal of Unfit Personnel
- Correction of Procedural Problems

If it becomes necessary for you to make a complaint, you can be assured it will be given a fair and thorough investigation. By the same token, if you have occasion to see a police officer doing outstanding work, tell us about it. Your Coppel Police Department Officers are dedicated to serving you and our community.