



INTERNAL
AFFAIRS
DIVISION

1400 Botham Jean Boulevard
Dallas, Texas 75215
Mon. to Fri. 8 a.m. to 5 p.m.
E-mail: DPDIAD@dallaspolice.gov

CITIZEN COMPLAINT PROCEDURE

An External Administrative Complaint is a written complaint submitted to the department by a person who is not a city employee that alleges a complaint of police procedures, treatment of residents, abuse, harassment, or violation of civil rights against a Dallas Police Department employee.

INTERNAL AFFAIRS DIVISION

The Dallas Police Department's (DPD) Internal Affairs Division (IAD) provides a formal avenue for citizens to report misconduct by DPD employees while upholding the rights of department employees.

IAD is responsible for conducting independent administrative investigations of allegations of misconduct against members of the DPD. The procedures established for the handling of complaints assure the prompt and thorough investigation of incidents to determine if an administrative violation occurred.

FILING A COMPLAINT

Complaints against employees of the Dallas Police Department can be submitted:

Online: Submit at dal.city/FileAComplaint

In Person: 1400 Botham Jean Boulevard, Dallas, Texas 75215, or any DPD location.

Email: Send to DPDIAD@dallaspolice.gov

Mail: Internal Affairs Division, 1400 Botham Jean Boulevard, Dallas, Texas 75215

File a complaint through the Office of Community Police Oversight in the following options:

Online: OCPO Website dal.city/OCPO

In Person: Dallas City Hall, 1500 Marilla Street, 5DN, Dallas, Texas 75201.

COMPLAINT PROCESS

1 Complaint Received
The department receives the complaint, logs it, and assigns it for investigation.

2 Investigation
A thorough and objective investigation is conducted by the Internal Affairs Division or the employee's division commander.

3 Final Decision
The investigation is reviewed, and a determination is made regarding the appropriate course of action to ensure professional police services.

4 Notification
The complainant is informed of the final determination, although specific disciplinary actions remain confidential.

Go to the following link to see the video of this process:



SCAN HERE
dal.city/FileAComplaint

Please allow **30 days** from the date we received your submission for the Internal Affairs Division and the Office of Community Police Oversight to conduct a thorough review. Once the review is finalized, we will communicate the outcome to you. It is important to note that, in certain instances, the review process may extend beyond the initial **30 days**.