

MISSION STATEMENT OF THE INTERNAL AFFAIRS DIVISION

To provide a thorough, timely and fair avenue of redress for citizens who have been subjected to misconduct by a Dallas Police Department employee and to make citizens aware of the commendation process for employees who have excelled in their performance.

MISSION STATEMENT OF THE DALLAS POLICE DEPARTMENT

The Police Department, in serving the people of Dallas, strives to reduce crime and provide a safe city by:

- Recognizing that its goal is to help people and provide assistance at every opportunity;
- Providing preventive, investigative, and enforcement services;
- Increasing citizen satisfaction with public safety and obtaining community cooperation through the Department's training, skills, and efforts; and
- Realizing that the Police Department alone cannot control crime, but must act in concert with the community and the rest of the Criminal Justice System.

In achieving this mission, the men and women of the Dallas Police Department will conduct themselves in an ethical manner.

THEY WILL:

- Respect and protect the rights of citizens as determined by the law;
- Treat citizens and their fellow employees courteously and with the same amount of dignity with which they expect to be treated themselves;
- Be examples of honesty and integrity in their professional and personal lives, thereby earning the public trust;
- Perform their duties with the knowledge that protection of the lives and property of all citizens is their primary duty; and
- Comply with the spirit and letter of the Code of Conduct.

The Internal Affairs Division appreciates your feedback regarding the Dallas Police Department members. If you wish to commend, express a concern, or file a complaint about any member of the Dallas Police Department, please visit www.dallaspolice.net



**SERVICE
FIRST,
NOW!**



Dallas Police Department
1400 Botham Jean Boulevard
Dallas, Texas 75215

FILE A COMPLAINT



Dallas Police Department
Internal Affairs Division
1400 Botham Jean Boulevard
Dallas, Texas 75215



SCAN HERE
dal.city/FileAComplaint

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 personnel. **IAD will investigate external administrative complaints from all citizens.**

WHAT CAN YOU EXPECT?

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

- Phone:** 214-671-3986 (8 a.m. to 5 p.m.)
Online: Submit a complaint online at www.dallaspolice.net/complaint
Mail: Internal Affairs Division,
1400 Botham Jean Boulevard
Dallas, Texas 75215

Complaint forms are also available through the Office of Community Police Oversight in the following options:

- Phone:** 214-671-8283 (24-hour complaint line)
Online: OCPO Website dal.city/OCPO
In Person: Dallas City Hall,
1500 Marilla Street, 5DN
Dallas, TX 75201

WHAT HAPPENS AFTER I FILE A COMPLAINT?

- When a complaint is filed against a member of the Dallas Police Department, IAD investigators, and staff of the OCPO will conduct a **thorough and objective preliminary review to determine the investigation route.**
- To ensure timely communication, please provide an email address for which you have access and/or a valid mailing address. Complaints must be filed within **60 days** of the incident. Complaints submitted after this period may not be investigated, unless the alleged misconduct involves criminal activity, or the complainant demonstrates good cause for the delay.

Please allow **30 days** from the date we received your submission for IAD and the OCPO 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**.

HOW CAN I IDENTIFY AN OFFICER?

A Dallas Police Department employee must identify themselves when asked, by providing:

- Name and Badge Number
- It is also helpful to note the date, time, and location of the interaction with an officer.
- A detailed description of the incident.
- Any numbers displayed on police vehicles.

HOW ARE COMPLAINTS INVESTIGATED?

IAD investigators, monitored by the OCPO, will conduct a comprehensive and impartial investigation into your complaint. As part of this process, witnesses and officers will be contacted to provide statements, and all relevant records and evidence will be collected and thoroughly analyzed to ensure a fair and transparent review.

RACIAL PROFILING COMPLAINTS

DPD strictly prohibits racial profiling by officers. If you believe you have been a victim of racial profiling, we encourage you to file a complaint. Every report is taken seriously and thoroughly investigated.

In 2001, the Texas Legislature enacted a law explicitly prohibiting this practice. DPD officers are prohibited from initiating any law enforcement action based solely on an individual's race, ethnicity, or national origin rather than on their involvement in criminal activity.

WHAT HAPPENS IF THE COMPLAINT IS PROVEN TO BE TRUE?

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

1. Reprimand the employee.
2. Suspend the employee without pay.
3. Demote the employee.
4. Discharge the employee.

WHAT IF YOU ARE DISSATISFIED WITH THE COMPLAINT OUTCOME?

If you are dissatisfied with the outcome of an external administrative complaint investigated by IAD you may:

- Request an independent investigation review by the Office of Community Police Oversight at Dallas City Hall, 1500 Marilla Street, 5DN, Dallas, TX 75201 or email OCPO@dallas.gov.
- Contact the Internal Affairs Division at 1400 Botham Jean Boulevard to discuss your case with a supervisor or call 214-671-3986 for further assistance.

HOW CAN I COMMEND AN OFFICER?

If a Dallas Police Department officer has done a good job, we want to hear from you. Please tell us about your experience. Your commendations help us recognize the hard work of our officers. Thank you!

Email: Send an email to dpdcommendations@dallaspolice.gov and include as much information as possible, such as the employee's name, the date, time, and circumstances of the incident.

Phone: Call the Internal Affairs Division at (214) 671-3986 and request to speak with a supervisor.

In-Person: Visit any Dallas Police facility and request to speak with a supervisor.