

**Dallas Police Department  
1400 Botham Jean Boulevard  
Dallas, Texas 75215**



**How to File A  
Complaint Against  
Police Officers**

**Office of Community Police Oversight  
1500 Marilla Street, Suite 5CS  
Dallas, Texas 75201**

## How to File a Complaint Against Police Officers

Your Dallas Police Department is dedicated to providing the best police service possible to all Dallas residents and visitors. Your police officers are carefully selected and given the best training possible in order to provide this service. However, you may have an occasion to lodge a complaint regarding the actions of a member of the Dallas Police Department. In order to be transparent and responsive to you, we are providing the following information regarding how complaints are made, how they are investigated, and their results.

### **HOW ARE COMPLAINTS MADE?**

Complaints against members of the Dallas Police Department can be made in person at the Internal Affairs Division located at 1400 Botham Jean Boulevard, Dallas, Texas. Their office is open from 8:00 a.m. until 5:00 p.m., each business day. If the Internal Affairs Division office is closed, you may lodge a complaint with any supervisory officer of the Dallas Police Department. Also, a person may go to any of the seven police stations or three Community Outreach Centers around the City of Dallas and ask to speak to a supervisor. The supervisor will help you initiate the complaint process and provide you with a complaint form to complete. You may also go to the Dallas Police Department's website to file a complaint at [www.dallaspolice.net](http://www.dallaspolice.net). Furthermore, a person may submit an External Administrative Compliant Form via email to the Internal Affairs Division at [DPDIAD@dallascityhall.com](mailto:DPDIAD@dallascityhall.com).

Effective October 1, 2019, the City of Dallas created the Office of Community Police Oversight (OCPO), who is responsible for providing an accessible process that ensures fair acceptance and processing of external administrative complaints. The mission of the OCPO is to ensure all complaints are reviewed impartially to enhance the transparency and trust between the City of Dallas, the Dallas Police Department, and the community. You may submit your complaint to the OCPO located at Dallas City Hall, Suite 5CS, 1500 Marilla Street, Dallas, Texas. Their office is open from 8:00 a.m. until 5:00 p.m., each business day. You may also reach them by calling (214) 671-8283. You may also go to the Office of Community Police Oversight's website to file a complaint at [www.dallascityhall.com/OCPO](http://www.dallascityhall.com/OCPO). Furthermore, a person may submit an External Administrative Complaint Form via email at [OCPO@dallascityhall.com](mailto:OCPO@dallascityhall.com).

When a complaint is lodged against a member of the Dallas Police Department, Internal Affairs investigators and staff of the OCPO will review your complaint. After the review process, you will be contacted and given information regarding the status of your complaint. In order to contact you about your complaint, please ensure you provide an email address for which you have access and/or a valid mailing address.

All complaints will be reviewed. Complaints received more than 60 days after the incident may not be investigated unless the alleged conduct involves criminal misconduct or good cause can be shown by the complainant for making the complaint more than 60 days after the incident. Although third party complaints will be reviewed, they will only be investigated at the discretion of the Dallas Police Department. Therefore, the Dallas Police Department encourages the person alleging to be the victim of police misconduct to make a complaint on his or her own behalf as promptly as possible.

Texas state law requires that all complaints against police officers must be in writing and signed by the person making the complaint. Just as individuals who are arrested must be notified of the charges against them, the police officer must be given a copy of the complaint before any disciplinary action may be taken.

# How to File a Complaint Against Police Officers

## **RACIAL PROFILING COMPLAINTS**

In 2001, the Texas Legislature passed a law prohibiting “Racial Profiling.” Police officers may not take “any enforcement-initiating action based on an individual’s race, ethnicity, or national origin rather than on the individual as having engaged in criminal activity.” “Race or Ethnicity” is defined as a person’s particular descent, including Caucasian, African, Hispanic, Asian, or Native American descent.

Examples of “Racial Profiling” include but are not limited to:

- Initiating a traffic stop on a particular vehicle because of race, ethnicity, or national origin of the driver of a vehicle.
- Stopping or detaining the driver of a vehicle based on the determination that a person of that race, ethnicity, or national origin is unlikely to own or possess that specific make or model of vehicle.
- Stopping or detaining an individual based upon the determination that a person of that race, ethnicity, or national origin is unlikely to be in that place or part of town.
- Stopping a driver when looking for a suspect if the only commonality between the suspect and the driver is their race, ethnicity, or national origin.
- Singling out an individual for enforcement, who is part of a group of individuals exhibiting similar behavior (for example, a group of drivers exceeding the speed limit) because of the individual’s race, ethnicity, or national origin.

“Racial Profiling” by officers is strictly prohibited by the Dallas Police Department. Officers who violate this rule are subject to the same actions as described in “WHAT HAPPENS WHEN A COMPLAINT IS FOUND TO BE TRUE?” Complaints alleging “Racial Profiling” are accepted and investigated in the same manner as other complaints.

## **HOW COMPLAINTS ARE INVESTIGATED?**

The Internal Affairs Division investigators, monitored by the Office of Community Police Oversight, will conduct a thorough investigation into your complaint. Witnesses and officers will be contacted and asked to give statements. Records and other evidence will be collected and analyzed. When the investigation is complete, you will be notified of the results.

## **WHAT HAPPENS WHEN A COMPLAINT IS FOUND 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.

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## WHAT HAPPENS IF THE COMPLAINT CANNOT BE PROVEN OR IS NOT TRUE?

Police officers must be afforded certain rights as outlined in the Texas Government Code, Title 6, Public Officers and Employees, as with all individuals, and complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the officer is notified and continues duty.

## OFFICERS CAN APPEAL THE DECISION

Just as an individual charged with a criminal offense can appeal a court's decision, a police officer can appeal the action taken against him. The City of Dallas has established procedures for officers to follow in their appeals, just as the Police Department has established procedures for ensuring that complaints against officers by Dallas residents or visitors are thoroughly and honestly investigated.

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

If you are not satisfied with the results of an **external** administrative complaint investigated by the Internal Affairs Division, you may contact the Office of Community Police Oversight at 1500 Marilla, Suite 5CS, Dallas City Hall, Dallas, Texas 75201, or you may call (214) 671-8283.

If you are not satisfied with the results of an **internal** administrative complaint investigated by the Divisions, you may contact the Internal Affairs Division, located in the Jack Evans Police Headquarters building at 1400 Botham Jean Boulevard, and discuss the case with a supervisor, or you may call (214) 671-3986.

You may also request information for certain acts from the Dallas County District Attorney's Office if criminal violations are alleged, and the Federal Bureau of Investigation (FBI) if civil rights violations are alleged.

The Dallas Police Department is vitally interested in the welfare of the Dallas residents and visitors. The Dallas Police Department is committed to providing individuals a fair and effective avenue for redress of their legitimate grievances against members of this Department. The Department seeks to maintain its integrity and that of its employees. If it becomes necessary for you to make a complaint, you can be assured that a thorough and impartial examination of the available factual information will be conducted.

By the same token, if you happen to see a police officer doing outstanding work, tell him/her or us about it. Your Dallas police officers are individuals who are dedicated to serving you and our community.