



Northlake Police Department

1600 Commons Circle
Northlake, Texas 76226
(940) 648 - 4804 – Office
(940) 648 - 5803 – Fax



Complaints

The Northlake Police Department is dedicated to providing exceptional service to its employees and citizens through a problem-solving approach, emphasizing a commitment to excellence through teamwork. Police employees are carefully selected, held to the highest standards and provided with the best training available.

The purpose of any Internal Affairs system is the diligent pursuit of the truth. We are committed to that objective, recognizing that our agency's credibility depends upon the community's belief that we can police ourselves. With that in mind, we provide the following information regarding how you can file a complaint, how a complaint is investigated, and how it is disposed.

HOW TO FILE A COMPLAINT

A person wishing to file a complaint should contact the Northlake Police Department, Chief of Police or his designee at (940)648-4804 during normal business hours. All complaints will be handled promptly. You will be interviewed regarding your complainant.

The Texas Government Code Section 614.021 provides that a complaint regarding a peace officer's conduct must be in writing and signed by the complainant, in order to be considered by the Chief of Police. A copy of the complaint will also be provided to the officer or employee, if the investigation will not be compromised and before disciplinary action is taken.

WHAT HAPPENS WHEN A COMPLAINT IS SUBSTANTIATED?

When the investigation of a complaint reveals the charges are true and should be sustained against the police employee, the department may take one of the following actions, depending on the nature of the violation: 1) Structured counseling; 2) Verbal reprimand; 3) Written reprimand; 4) Suspension; 5) Demotion or 6) Termination.

WHAT HAPPENS IF THE COMPLAINT IS NOT SUBSTANTIATED?

If there is not sufficient evidence to support the allegation, the investigation is closed with no further action taken.

WHAT HAPPENS IF THE INVESTIGATION REVEALS THE CLAIM OF IMPROPER CONDUCT IS FALSE?

The Texas Penal Code 37.08 states that a person commits an offense if he/she knowingly makes a false statement that is material to a criminal investigation. This offense is a class "B" misdemeanor punishable by up to 180 days in jail and/or a \$2,000.00 fine. The Northlake Police Department will pursue all false reports in accordance with the law.

WHAT HAPPENS IF YOU ARE NOT SATISFIED WITH THE DISPOSITION OF YOUR COMPLAINT?

If you are not satisfied with the investigation or action taken relating to your complaint, you may seek additional action from: 1) The Denton County District Attorney's Office if criminal violations are alleged; 2) Federal Bureau of Investigation if civil rights violations are alleged or 3) Personal Legal Counsel.

The Northlake Police Department is vitally interested in the welfare of all citizens, in establishing the facts regarding any reported incident and in taking action where its employees have been proven derelict in their duties or are guilty of wrongdoing. If it becomes necessary for you to make a complainant, you can be assured that it will be given a fair and thorough investigation.

By the same token, if you have occasion to see a police employee doing outstanding work, we encourage you to tell him/her or us about it.

The Northlake Police Department is comprised of professionals dedicated to serving you and our community.

