



Citizen Complaint Procedure

The Collinsville Police Department is dedicated to providing professional police services to the residents and visitors of the City of Collinsville. However, if we have not met your expectations your complaint is important to us.

The complaint process of the Collinsville Police Department is designed to deal with each case factually and fairly. Citizens who file a complaint are treated respectfully and all accusations are taken seriously.

All complaints including racial profiling or bias based complaints are investigated thoroughly and all findings are based upon the impartial evidence gained during the investigation.

Many complaints can be satisfactorily resolved by a visit or telephone call to the employee's immediate supervisor. A disagreement over the validity of a traffic citation, policy or law, or with the application of a policy or law, is not considered a

complaint and will normally be directed to a supervisory.

Generally, complaints that are of a routine nature will be assigned to the supervisor. More serious or complex matters will be investigated by the Chief of Police, Mayor or referred to an outside agency.

There are several ways you can submit a complaint to the Collinsville Police Department. However, anonymous complaints are not investigated. Texas State law requires complaints against an officer or to be in writing and signed by the complainant.

1. Make your complaint in person at the Collinsville City Hall or Police Department, located at 101 N. Main Street.
2. Telephone the Collinsville Police Department at 903-429-6226.
3. Mail a letter describing your complaint to: Chief of Police 103 N. Main St. Collinsville, Texas 76233
4. Email us at:
rroach@collinsvilletexas.org

After thorough investigation the complaint will be classified into one of the following dispositions.

SUSTAINED: Allegation is supported by sufficient evidence.

NOT SUSTAINED: Insufficient evidence to prove or disprove.

UNFOUNDED: No truth to allegations.

EXONERATED: The incident occurred, but the officers or employee acted lawfully and properly.

There are five types of action that may be taken against an employee if the investigation indicates that an employee acted improperly:

1. Training
2. Counseling
3. Written Reprimand
4. Suspension
5. Termination.

Collinsville Police Department

103 N. Main Street

Collinsville, Texas 76233

903-429-6226