

Rockwall Police Department Citizen Complaint Process

The Rockwall Police Department is committed to professional service and does not tolerate misconduct. A consistent and thorough internal investigative process helps to stop employee misconduct if it takes place, protect employees from false allegations, and assess the effectiveness of our policies and procedures. If you believe that you have been subjected to misconduct by a police officer or non-sworn member of the department, you are encouraged to report the matter to the Rockwall Police Department.

The Rockwall Police Department recognizes the importance of protecting employees from false allegations. Filing a false complaint against a police department employee may be a violation of law.

How to File a Complaint:

A complaint may be filed in person, over the phone, by mail, email, or fax. Texas Government Code Section 614.022 requires a complaint to be made in writing and signed by the person making the complaint. Texas Government Code 614.023 allows a copy of the complaint to be given to the officer or employee.

Written complaints should include the known details of the incident which may include the date, time, and location, the officer's name, badge number, and/or description, the name of any known witnesses along with their contact information, the license number for any vehicles involved in the incident, and any other information you find pertinent.

If a written complaint is submitted, the Chief of Police will respond in writing when the internal investigation is complete.

In Person:

- A complaint may be filed in person at the Rockwall Police Department, 205 W. Rusk St, Rockwall, TX, 75087. Ask to speak with the on-duty supervisor at any time, on any day of the week. The supervisor can assist you with the complaint process and provide the Rockwall PD Citizen Complaint Form.

By Mail:

- Draft a written complaint that includes your signature and the date. You may use the form provided on the Rockwall PD website.
- Mail the form to:
 - o **Rockwall Police Department, Attn: Internal Affairs, 205 West Rusk Street, Rockwall, Texas 75087**

By Email:

- Draft a written complaint that includes your signature and the date. You may use the form provided on the Rockwall PD website. Email the signed complaint to Lieutenant Denis Ray, dray@rockwall.com.

By Fax:

- Draft a written complaint that includes your signature and the date. You may use the form provided on the Rockwall PD website.
- Fax the form to the Rockwall Police Department, Attention: Internal Affairs.
 - o **Fax Number: (972) 771-7726**