

## INTERNAL AFFAIRS

The Lorena Police Department is dedicated to providing the best police service possible to all citizens. Employees are carefully selected and trained to provide service to the community. This web site gives an overview of the ways to commend exemplary performance or file a complaint against a Police Department employee.

### **COMMENDATIONS**

If you see a Police Department employee exhibit outstanding behavior, tell the employee - or us - about it. Following are suggestions for commending an employee.

How to commend a Police Department employee:

Write a letter to the employee's supervisor, or the Police Chief at:

**Lorena Police Department**  
**100 N. Bordon**  
**Lorena, TX 76655**

Commendation letters are logged and placed in the employee's permanent personnel file. Call the Police Department at 254- 857-9614 and ask to speak with the employee's supervisor. If you are unsure of the employee's name, describe the employee and list the specific actions or demeanor that impressed you. Mention the location, date and time the incident occurred.

Contact the Chief of Police by sending an email to: [police@lorenatx.gov](mailto:police@lorenatx.gov)

### **COMPLAINTS**

When a citizen has a complaint against a Police Department employee (commissioned or civilian), the complaint is directed to the department's Chief of Police or his designee, located at the Lorena Police Department. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. If the office is closed, you may still file a complaint with any Police Department supervisor, who will then forward your report. Texas law requires that all complaints against police officers be in writing and signed by the person making the complaint. Complaints must be made within 30 days of the incident unless special circumstances exist. The person who was wronged must file the complaint; other persons may give statements as witnesses.

The Chief of Police will ensure that a thorough investigation of your complaint is conducted. Just as citizens who are arrested must be told the charges against them, a police employee must be given a copy of the complaint before any disciplinary action is taken. When the investigation is completed, you will be notified of the results and action taken.

### **False complaints**

Filing a false complaint against a police employee is a violation of the Texas Penal Code, Section 37.02. If a person knowingly and intentionally makes a false statement under oath, or swears to the truth of a false statement previously made under oath, a person may be found guilty and punished by a fine up to \$4,000, confinement in jail up to one year, or by both fine and imprisonment.

### **What happens when a complaint is upheld?**

When the investigation finds that the charges against a police employee are true, the Chief of Police notifies the employee and may take one of the following actions:

- (1) reprimand the employee verbally or in writing;
- (2) suspend the employee without pay;
- (3) demote the employee; or
- (4) discharge the employee.

Employees can appeal the department's decision to uphold a complaint and the decision to discipline the employee.

**What happens when a complaint is not upheld?**

Complaints must be supported by sufficient evidence. When the investigation cannot find the degree of evidence necessary to prove the employee acted improperly, the employee and the citizen are both notified in writing.

What if you are not satisfied with the outcome? You may appeal the findings of the internal Affairs or supervisory investigation to:

**The Office of the City Manager (254-857-4641)**  
**City of Lorena**  
**107-A S. Frontage Rd.**  
**Lorena, TX 76655**

**Racial Profiling Complaints**

CCP Art. 2.132 Law Enforcement Policy on Racial Profiling requires the department to provide public education on the racial profiling complaint process. For the Lorena Police Department, this process is the same as the department's complaint process, as described on this web site. The Lorena Police Department is vitally interested in taking action when its employees are derelict in their duties or are guilty of wrongdoing. Your complaint will be given a fair and thorough investigation.

CONTACT US AT

**Lorena Police Department**  
**100 N. Bordon**  
**Lorena, TX 76655**

**254-857-9614**