
Crowley Police Department

Mission Statement

The Mission of the Crowley Police Department is to improve the quality and safety of our citizens by building partnerships with the community. Together we will enhance community trust, reduce the fear of crime, preserve the peace, and strive to maintain a safe environment for the City of Crowley.



Crowley Police Department

617 West Business FM 1187
Crowley, TX 76036
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Email: mtate@ci.crowley.tx.us

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Compliments and Complaint Procedure

How to compliment the actions or performance of an Crowley Police Employee?

- Call the Police Department at 817-297-2276 or stop by the department and ask to speak to a supervisor and verbally communicate your thanks.
- Write a letter or send an email to the Crowley Police Department commending the employee.

Commendation letters are forwarded to the Department member and a copy is placed in the employee's permanent personnel file.

What is considered a personnel complaint?

A complaint of wrong doing or inappropriate action on the part of any employee of the Crowley Police Department.

How do I file a complaint against a Police Department employee?

When a person has a complaint against a police department employee (sworn or civilian), the complaint may be filed in person, by telephone, letter, or email.

Texas law requires that anyone who desires to make a formal complaint against a sworn police officer must have the complaint supported by a sworn affidavit. This can be done by using a notary public.

What type of complaints will not be taken?

Complaints alleging disagreements on traffic or parking tickets, or probable cause for an arrest are examples of complaints that may not be taken. These decisions are for the court to decide and generally are not subject to review by the Crowley Police Department.

Who is responsible for investigating complaints?

In most cases, the member's supervisor will conduct the investigation (non-criminal). Depending on the results of the preliminary investigation or seriousness of the allegation, the complaint may be assigned to an Internal Affairs Investigator.

Allegations involving a criminal act will be investigated by an external agency for impartiality and transparency.

Will the Police Department employee be told about the complaint?

Yes. As in the case with any potentially punitive process, the accused is afforded the right of knowing what he/she is accused of and who the accusers are. This is done in fairness to the employee just as it is for any other person.

How long will the investigation take?

Whenever possible, the investigation will be concluded within 45 days unless unusual circumstances warrant an extension. The Department will make every effort to keep the complainant advised of the progress of the investigation. Once the investigation is completed, the complainant will be notified in writing.

Will I be told how the complaint was resolved?

Both the complainant and accused employee will be notified of the results. Because of privacy laws, specific facts of the case will not be revealed. It is possible that some allegations may be sustained, and others not sustained based on the investigation.

What if the allegation/complaint turns out to be false?

If a complaint is made on a good faith belief of truth and the Department member is later exonerated, the case will be ended. However, if it is determined that the allegation was intentionally falsely made or intended to discredit or embarrass the Department member, you may be subject to criminal charges Under Texas Statute 37.02, Penal Code.

A falsely-accused member may also have civil recourse against a person making a false complaint.