

Compliments & Complaints

The Crowley Police Department is dedicated to providing the most competent and professional service possible to all residents of Crowley. The department's image and reputation are dependent upon the personal integrity and discipline of all departmental employees.

Compliments & Commendations

If a Crowley Police Department employee has done a good job and you want to say thanks, you may elect to do one of the following:

- 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 **mtate [at] ci.crowley.tx.us (email)** to the Crowley Police Department commending the employee.

Your comments will be forwarded through the employee's chain of command and be reviewed by the Office of the Chief of Police. After the review, a copy of your comments will be placed in the employee's personnel file and the original document provided to the employee.

Employee and Racial Profiling Complaints

If you have contact with a member of your police department and have a complaint against police department personnel, please contact us. It is the policy of this agency to investigate all complaints against police department personnel, regardless of the source of such complaints. Investigations of complaints are conducted through standardized procedures, demonstrating the police department's desire to provide honest, efficient police service and to inspire public confidence in the Crowley Police Department personnel. Our complaint review procedures ensure fair and impartial treatment of police department personnel who become the subject of an internal affairs investigation.

Bias-Based Profiling Policy Statement

The Crowley Police Department is vitally interested in taking action when any of its employees performs below acceptable standards.

The Police Department, through its written directives and training, strictly prohibits the practice of racial profiling. All racial profiling complaints will be thoroughly and fairly investigated.

If you would like to submit a complaint against police department personnel, please email [Lt. Michael Tate](#) or call 817-297-2276, Option 1, and request the on-duty supervisor.

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 the 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 is 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 charged Under Texas Statute 37.02, Penal Code.

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

Who Can File a Complaint?

A complaint may be filed against Crowley Police Department personnel by another employee, a supervisor, or a member of the community. Texas law requires that a complaint against a police officer must be in writing and signed by the complainant. For more information, please review the following information regarding Department personnel complaints:

Supporting Documents

Compliment_Complaint Pamphlet 952.09 KB

Racial Profiling Pamphlet 206.4 KB