



## Filing a Complaint

The University of the Incarnate Word Police Department has established a formal complaint procedure because it provides us valuable assistance in correcting inefficiencies and preserving organizational integrity. Secondly, the department will not condone or excuse any willful ethical or professional misconduct. We wish to know of any such instances so that we can take appropriate corrective action. Therefore, constructive criticism is welcomed.

The department also acknowledges that, at certain times, conflicts between citizens and agency employees arise. It is essential to the safety of our community that the relationship between police and citizens be built on confidence and trust. Law enforcement cannot be effective without this vital conviction by both parties.

Many issues can be resolved by a visit or telephone call to the employee's supervisor. The supervisor will talk with you about your concern and try to resolve it. Citizens who do not wish to resolve their concerns this way are encouraged to make use of our citizen complaint process.

Please review the fact sheet describing our complaint procedure. To initiate a formal complaint, complete the Initial Complaint Notice, which should contain all the details relevant to your complaint. You will be contacted by the Investigator assigned to your complaint and will be required to come to the University of the Incarnate Word Police Department to fill out additional forms required by law. You will be given a copy of your Initial Complaint Notice which will serve as your receipt for initiating a complaint.

All complaints are forwarded to the Chief of Police or their designee. All complaints investigations are normally completed within thirty (30) standard business days. You will be informed of the results or the status of our investigation within ten (10) business days from the date you filed your formal written complaint. If more time is needed to properly investigate the complaint you will be notified in writing.

The Chief of Police will make the final determination about the disposition of any complaint.

Regards,

A handwritten signature in black ink, appearing to read "Jessica Serbantes".

Jessica Serbantes  
Chief of Police