

Professional Standards

The Professional Standards Office of the Frisco Police Department is dedicated to the belief that a law enforcement agency must first monitor its own, before it can provide protection for the public. This is done by conducting internal investigation on all complaints of misconduct against any member of the Frisco Police Department.

The objectives of the Professional Standards Unit include:

- Protection of the Public
- Protection of the Department
- Protection of the Employee
- Policy/Procedure Updates
- Training Recommendations

Personnel complaints alleging misconduct of sworn members will not be accepted more than thirty days after the alleged incident, with the following exceptions:

- When the complaint involves a criminal violation, the criminal statute of limitations will determine the time limit for investigating the complaint.
- When the complainant can show good cause for not making the complaint within the specified time limit.
- The Chief of Police shall have the discretion to investigate or order an investigation of any complaint when necessary to preserve the integrity of the department, regardless of the time reported.

Types of Complaints

There are two types of complaints that may be made against members of the police department:

Informal Complaints, typically involve employee behavior, such as rudeness, offensive language or procedural errors. Informal complaints are usually investigated by the immediate supervisor. Informal Complaints may be made in person, by telephone or by letter.

Formal Complaints, typically involve more serious alleged acts such as criminal behavior or other serious allegations of misconduct. Formal complaints must be reduced to writing (as required by the State Legislature) with a notarized signature from the complainant.

The Complaint Process

You can call or come to the police department at any time and ask to speak with an on-duty supervisor. The supervisor may be able to quickly resolve your concerns. If not, the supervisor will assist you through the process of filing your complaint so that a more formal review of the complaint can occur.

The supervisor will prepare a written explanation of your grievance and collect any related documents or statements. The supervisor will then forward the complaint, through the chain of command, to Police Administration. After a detailed review, the complaint will then be assigned to be fully investigated.

The Investigation Process

Once the complaint has been assigned to an internal investigator, several actions will commence. The investigator will interview all significant witnesses and subjects involved in the complaint. The investigator will review all available documents, audio and video recordings related to the complaint as well as any other pertinent available information.

Several investigational techniques are available to be utilized by the investigator including the use of a polygraph. In most circumstances, no employee will be required to take a polygraph examination until the person making the complaint has taken and passed his or her test.

Internal investigations regarding employee complaints are taken very seriously and will be completed in a timely manner. There are many variables involved specific to each complaint. Therefore, an estimate of when the investigation will be concluded and the complaint resolved is difficult to predict.

Once the complaint has been fully investigated, the findings are summarized into a report. The report is then forwarded to the Chief of Police for review and a final disposition.

If an allegation is sustained, the person making the complaint will be informed by a letter from the Chief of Police. The letter will include the investigations findings and the subsequent appropriate action that was taken if applicable.

All complaints and resulting investigative findings are confidential. City policy and rules regulate access to sensitive information.

From the Chief.....

Employees of the Frisco Police Department are carefully selected and thoroughly trained in order to ensure their competence and personal integrity. It is my hope that this will be evident to you in the quality of service that this department provides. However, in the event that you contact us regarding employee conduct, please be assured of our timely response and diligence in pursuing the truth. We are committed to providing high quality service to the community we proudly serve.

Frisco Police Organizational Values

- **Teamwork**
- **High Morale**
- **Professionalism**
- **Leadership**
- **Effective Communications**
- **Personal Development**
- **Personal Integrity**
- **People**

We are committed to these values for ourselves and the community we serve.

Working together in a spirit that achieves results.

- The Professional Standards Office does not accept complaints in regard to the guilt or innocence of defendants in traffic ticket cases and/or criminal offenses. Those matters are reserved to the judgment of the proper judicial court for adjudication.
- Citizens should be aware that making a false complaint is a violation of the Texas Penal Code. We would not and could not bring charges against a person who has acted in good faith.

FRISCO POLICE DEPARTMENT



Professional Standards

Personnel Complaint Information

7200 Stonebrook Parkway
Frisco, Texas 75034
Administration 972-292-6100
Fax 972-292-6071