

Harris County Precinct 8 Constable's Office

Compliment / Complaint Process

The Harris County Precinct 8 Constable's Office expects that the members of this agency will provide consistent, quality and professional service to the community in carrying out the duties of the Office. We strive to always act with the utmost integrity and to be honest, truthful and enforce the laws equally and without bias. We hold ourselves and other members of the Department to the highest ethical standards. Therefore, we welcome feedback on the job we are doing.

If you would like to compliment a member of this agency for their conduct in carrying out their duties, we want to hear from you. There are several ways in which you can do this.

Submit a compliment of a Precinct 8 staff member by:

- Sending an email to ConPct8@hctx.net
- Stop in one of our locations to deliver a compliment in person (addresses on our "Contact Us" page) or mail us a letter
- Call us at 281-488-4040 or 281-479-2525 and ask to speak to the supervisor on duty
- Message us on Facebook at:
www.facebook.com/HarrisCountyPrecinct8ConstablesOffice

In the event you have a complaint against a staff member, you can use one of the methods listed above to do so as well. We request that formal complaints be in writing and the documents noted herein will be provided upon request. Our procedures are as follows:

Formal Complaints: The following steps will be taken in the event a formal complaint of misconduct is made regarding the actions or inactions of any employee. All complaints must be submitted to and received by a sworn department supervisor.

- A. All formal complaints shall be submitted in writing.
- B. When a formal complaint is received, the "Affidavit of Complaint Instruction Sheet" is to be given to the complainant. The instruction sheet informs the complainant about perjury, aggravated perjury, inconsistent statements, and false report to a peace officer. After this is read and signed by the complainant, the actual "Affidavit of Complaint" (Article: 6252-20 - Complaint Against Law Enforcement Officer) will then be filled out and signed by the complainant. We request that these documents be notarized.
- C. When a formal written complaint is filed, it shall be documented in the Department's "Complaint Control Book" by the supervisor who takes the complaint and assigned an Internal Affairs number.
- D. The supervisor logging the formal complaint shall notify the Captain (or

the Chief Deputy in his absence) of the complaint. A copy of the signed written complaint will be given to the Captain and the original shall be given to the Chief Deputy.

- E. The Chief Deputy will assign the complaint to a supervisor for investigation.
- F. The investigating supervisor will issue an “Employee Notification of Complaint” to the employee who is the subject of the complaint. The assigned internal affairs number (and case number if applicable) will be noted on the notification form. A complete copy of the complaint shall be provided to the employee at the time of issuance.
- G. The employee shall respond to the formal complaint in writing within 24 hours of being served with the notification. This written and signed response is to be turned in to the supervisor who issued the notice.
- H. The supervisor assigned to conduct the investigation shall document their findings thoroughly and completely.
- I. The findings, all written documentation and any evidence will be forwarded to the Chief Deputy to make a final determination on the formal complaint.
 - 1. Disciplinary action resulting from the investigation shall be documented and issued to the employee on an “Employee Disciplinary Record”.
 - 2. Whether a formal complaint is deemed “founded” or “unfounded”, the complainant and the subject(s) of the investigation will be notified in writing of the outcome of the investigation by the Chief Deputy or his designee.