How to File a Complaint

If you believe the conduct of an officer is inappropriate, you may consider one of the following options:

- Request to speak to the officer's immediate supervisor at the scene.
- Make a complaint to any supervisor at any police station (24 hours a day, seven days a week).
- You also have the ability to file a complaint at any of the following locations or by mail:

Internal Affairs / Central Intake Office
1200 Travis Street, Suite 2001
Houston, Texas 77002
713-308-0040

City of Houston Office of Inspector General
900 Bagby, 4th Floor
Houston, Texas 77002
832-394-5100

Greater Houston L.U.L.A.C. Council 4967
6200 Gulf Freeway, Suite 410
Houston, Texas 77023
832-883-2510

N.A.A.C.P. Houston Branch
2002 Wheeler Avenue
Houston, Texas 77004
713-526-3389

- If you prefer to mail a complaint, you must complete a detailed letter describing the incident and the letter must be mailed to one of the agencies listed above.

- The instructions and complaint forms are also available on-line at:
  http://www.houstontx.gov/police/contact/index.htm

IMPORTANT !

LAW ENFORCEMENT CAN BE DANGEROUS WORK.

OFFICERS HAVE TO BE CAUTIOUS AT ALL TIMES.

PLEASE DO NOT ASSUME THE OFFICER KNOWS YOU ARE A LAW ABIDING CITIZEN.

Houston Police Department

POLICE AND CITIZEN INTERACTION

Keep Houston SAFE

What to do When Stopped or Detained

If you are stopped or detained by police it is generally because you are in the area where a crime just occurred, witness to a crime, fit the description of a suspect, have been pointed out as a suspect, appear to need assistance, or have violated a law. If you are stopped or detained, you should do the following:

- Follow the officer's instructions.
- Keep your hands clearly visible.
- Avoid making any sudden or reaching movements.
- Provide your operator's license or identification card upon request.
- If a weapon is present, verbally inform the officer of its exact location. Do not make any gestures toward the weapon. State whether you possess a concealed handgun permit. Wait for specific instructions before making any movements.
- If you observe or witness a police investigation, you have a right to photograph and record it.
- If you are recording an officer, the officer may require you to stand at a distance away from the event to safely allow the officer to continue to do his/her job.
- If an officer believes a recording of the scene may contain evidence, law or policy may compel the officer to detain the citizen pending a determination of the recording's value as evidence.
- It is a violation of law, *Interference with Public Duties,* **Texas Penal Code §38.15**, to negligently disrupt, interrupt, or otherwise interfere with a peace officer performing his/her duties.
- ***NEVER*** attempt to flee or evade a police officer under any circumstances.

What to do When Stopped for a Traffic Violation

When an officer signals you to pull over, the following should be done:

- Pull your vehicle as far to the right as possible.
- Remain seated in the vehicle; do not get out unless instructed to do so.
- Keep your hands visible to the officer.
- Follow the officer's instructions.
- Turn on the interior light when it's dark outside.
- Do not reach for anything unless directed to do so by the officer.
- Produce your driver license and proof of financial responsibility (insurance) upon request.
- If a citation is issued, you will be requested to sign the bottom of the citation. THIS IS NOT AN ADMISSION OF GUILT.
- Along with the citation there will be a packet of information that will instruct you on procedures to resolve this matter.
- ***NEVER*** attempt to flee or evade a police officer under any circumstances.

How to Commend a Police Officer

If you wish to commend the actions of an officer, one of the following should be done:

- Contact the officer's immediate supervisor or a supervisor at the officer's patrol station and/or division to make a verbal commendation.
- Submit a written commendation and mail it to the officer's patrol station/ division and/or to the Chief of Police at Police Headquarters, 1200 Travis Street, Suite 1600, Houston Texas 77002.
- Fill out, print, and mail the Houston Police Department ***Internet Commendation from Citizen*** form located at the following link to the patrol station/division and/or the Chief of Police.
  www.houstontx.gov/police/pdfs/commendation_from_citizen_form.pdf
- Once a commendation letter is received, the officer will be provided with a copy of the citizen's letter and the original letter will be placed in the officer's personnel file.
- Letters of Commendation can also be sent to the Chief of Police at the following e-mail address:
  public.affairs@cityofhouston.net