

# General Order

## Houston Police Department



**ISSUE DATE:**

April 8, 2020

**NO.**

**200-18**

**REFERENCE:** Supersedes all prior conflicting Circulars and Directives, and General Order 200-18, dated May 10, 2010

**SUBJECT: CITIZEN CLAIMS AGAINST THE CITY**

### POLICY

When citizens inquire about claims against the Houston Police Department or the City of Houston, employees shall inform the citizens which City office to contact for information and assistance.

This General Order applies to all employees.

### PROCEDURES

When citizens ask how to file a legal claim against HPD or the City of Houston for whatever reason, employees shall furnish the following information:

- a. Proper notice of the claim must be given to the City. The citizen may call the City Secretary's Office or the City Legal Department's Claims Section for further information concerning the required notice.
- b. The Legal Department reviews and investigates each claim. A recommendation to settle or deny a claim shall be made based on the facts and the legal defenses available to the City.

Employees shall not provide time estimates regarding the Legal Department's recommendation for settlement or deniability of a claim.

Employees shall not tell citizens their claims shall be paid or lead citizens to believe a certain action shall be taken. The Legal Department shall decide which claims to recommend for payment.

  
**Art Acevedo**  
**Chief of Police**