

## **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.**

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**OFFICERS HAVE TO BE  
CAUTIOUS  
AT ALL TIMES.**

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

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## **Houston Police Department**

**POLICE AND  
COMMUNITY  
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](http://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:  
[community.affairs@houstonpolice.org](mailto:community.affairs@houstonpolice.org)