



## **Southmayd Police Department**

304 McElroy (P.O. Box 88) • Southmayd, TX 76268 • (903) 868-1212

### **CITIZEN COMPLIMENT / COMPLAINT PROCEDURE**

The Southmayd Police Department is dedicated to providing professional police services to the residents and visitors of the City of Southmayd. However, if you feel that a Police Officer deserves special attention whether a compliment or complaint, that is important to us.

All compliments and complaints are taken seriously, and complaints are investigated thoroughly based on impartial evidence gained during the investigation. Many complaints can be satisfactorily resolved by a visit or telephone call to the Chief of Police.

There are several ways you can submit a compliment or complaint to the Southmayd Police Department, however anonymous complaints are not investigated. Texas State law requires complaints against an Officer to be in writing and signed by the complainant.

1. Make your complaint or compliment in person at the Southmayd City Hall located at 4525 Elementary Drive or the Southmayd Police Department located at 304 McElroy
2. Telephone the Southmayd Chief of Police at 903-818-7740
3. Mail a complaint or compliment form that can be found on the Southmayd Police Department website located at [southmaydtx.com/southmayd-police-department](http://southmaydtx.com/southmayd-police-department) to the Chief of Police at P.O. Box 88, Southmayd, TX 76268
4. Email the Chief of Police at [policechief@southmaydtx.com](mailto:policechief@southmaydtx.com)

After thorough investigation of a complaint it will be classified into one of the following dispositions, Sustained (allegation is supported by sufficient evidence), Not Sustained (Insufficient evidence to prove or disprove), Unfounded (no truth to allegations) or Exonerated (the incident occurred, but the Officers or employee acted lawfully and properly). There are five types of action that may be taken against an employee if the investigation indicates that an employee acted improperly: 1. Training 2. Counseling 3. Written Reprimand 4. Suspension 5. Termination

Jeff Laughlin  
Chief of Police

#### **OUR CORE VALUES**

Professionalism•Positivity•Respect•Integrity•Dedication•Excellence

<https://southmaydtx.com/police-department>