The San Antonio Park Police Division is dedicated to providing the best possible policing services to all citizens and visitors that we serve. Employees are carefully screened, selected and trained to provide community-oriented police services to all who are in need. This brochure seeks to provide an overview of the policy and procedure to make a complaint report in those instances when service does not meet expectations, or to commend the exemplary performance of an employee when performance exceeds expectations.

Complaints

- How to make a complaint:

When a citizen has a complaint against a Park Police Division employee (sworn or civilian), the Complainant may contact the Division by phone, fax, mail, e-mail, or personal contact, either in person or through a third party. It is the policy of the San Antonio Park Police Division that **all** complaints alleging officer misconduct will be documented and investigated, as appropriate. The Park Police Division's Headquarters Bldg. is located at:

600 Hemisfair Park, #337
San Antonio, Texas, 78205
Phone: 210-207-8590
Fax: 210-354-0300
E-mail: kjohnson@sanantonio.gov

Regular Office hours are 7:45 a.m. to 4:30 p.m., Monday-Friday. If after-hours, you may file a complaint with any on-duty supervisor by calling the phone number listed above.

Texas law requires that all complaints against police officers be made in writing and signed by the person making the complaint. With the exception of unusual circumstances, complaints should be made within 30 days of the date of the incident being reported. Although the person that was wronged or feels that he/she was mistreated must make the complaint, other persons may also give statements as witnesses to the alleged misconduct on the part of the employee. Once complaints are made and accepted by the Park Police Division, the best possible policies and procedures of procedures regarding the investigation of the complaint are taken. It is the responsibility of the Park Police Chief to ensure that a thorough, complete and fair investigation is conducted. Just as citizens who are arrested must be told of the charges against them, a police employee must be given a copy of the complaint before any disciplinary action is taken.

The Park Police Division has a full-time Internal Investigations Supervisor who coordinates all complaints for timely and complete investigation and resolution. Depending on the nature and type of the complaint, the Internal Investigations Supervisor may complete some or all of the investigation duties, including assisting the Complainant in completing the complaint statement, if necessary. In other cases, the complaint may be referred to the Office of Municipal Integrity or another agency of proper State or Federal Jurisdiction.

- False complaints:

Filing a false complaint is a violation of the Texas Penal Code, section 37.02. If a person knowingly and intentionally makes a false statement under oath, or swears to the truth of a false statement previously under oath, a person may be found guilty and punished by a fine up to $4,000, confinement in jail of up to one year, or both fine and imprisonment.

- What happens when a complaint is upheld?

When the investigation finds that the charges against an employee are true, the Park Police Command Staff notifies the employee and may take one of the following actions:

1) Counsel the employee verbally,
2) Counsel the employee in writing,
3) Reprimand the employee in writing,
4) Suspend the employee without pay,
5) Demote the employee, or
6) Discharge the employee.

Employees may appeal the Division's decision to uphold a complaint and the decision to discipline the employee.

- What happens when a complaint is not upheld?

Complaints must be supported by sufficient evidence. When the investigation cannot find the degree of evidence necessary to prove the employee acted improperly, the employee is notified as such and no disciplinary action is taken. However, all documented complaints, regardless of outcome, remain the in Division's files permanently.

The San Antonio Park Police Division is vitally concerned in taking action when its employees are derelict in their duties or are guilty of misconduct or wrongdoing. To maintain a commitment of trust and confidence with our community, all complaints will be treated seriously and given thorough and fair investigation. By the same token, if you see a Park Police Division employee perform outstanding work, tell the employee—or us—about it.

Commendations

- How to commend an employee:

Write to:

Park Police Chief
San Antonio Park Police Division
600 Hemisfair Park, #337
San Antonio, Texas, 78205
Or, e-mail us at:
kjohnson@sanantonio.gov

Chief's Message

The San Antonio Park Police is a division of the City's Parks and Recreation Department with jurisdiction throughout the City of San Antonio. Officers patrol more than 15,000 acres that make up the 200 City-owned park properties, including swimming pools, gymnasiums, cemeteries, sports complexes, recreation centers, municipal golf facilities, the San Antonio Botanical Garden, the River Walk, HemisFair Park, Tower of the Americas, and other historic facilities such as La Villita, the Spanish Governor's Palace and Market Square.

I am very proud to lead these officers in providing unsurpassed customer service in assuring a safe and secure recreational environment for the visitors and citizens of San Antonio. As licensed Peace Officers, our primary responsibility is to preserve the peace, protect life and property, and enforce the laws of the State of Texas and San Antonio city ordinances within our parklands. To accomplish this mission, we work diligently with other Parks and Recreation divisions, City departments and our citizenry to embrace a community-oriented and problem-solving policing philosophy.

Steven W. Baum

Steven W. Baum, Chief
San Antonio Park Police

This brochure is produced to inform citizens regarding policies and processes to address complaints or grievances against any employee of the San Antonio Park Police Division. The goal of the SAPPD is to provide responsive customer service to the citizens and visitors of the City of San Antonio.

Produced By
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San Antonio Park Police

A Citizen's Guide to Professional Standards And Internal Investigations Issues