

Complaints

Steps to Filing a Citizen Complaint

1. If you wish to make a complaint about the actions of a Lacy Lakeview Police Officer or any aspect of the Lacy Lakeview Police Operations, or if you feel you are a victim specifically of **racial profiling** please:
 - Come to the Police Department, 503 East Craven, and tell anyone in the Records Division, or Communications Division that you want to make a complaint, or ask to talk with a supervisor, or
 - Call the Police Department, 254-799-2479 and tell the person answering the telephone that you want to make a complaint, or
 - Write your complaint and mail it to:

**Chief of Police John Truehitt
Lacy Lakeview Police Department
PO Box 154549, Waco, Texas 76715**

2. Any Lacy Lakeview Police Supervisor will assist you in completing a complaint. You will be asked to identify yourself and then give specific details about your complaint.
3. Your complaint will then be investigated. You may be contacted and asked for additional information about your complaint. Please be aware of the following:
 - In order for administrative action to be taken against an employee the complaint must be in writing and signed per Texas Law.
 - Texas Law also requires that a copy of the written complaint be given to the Officer.
 - An unsigned complaint will still be investigated but no administrative action will be taken against the employee.
4. If the complaint involves extended investigation, you will receive a letter explaining approximately how long it will take.
5. When your complaint has been investigated, the Chief of Police will review the investigation and write you a letter explaining the results.

Guiding Legislation

State of Texas: Government Code

§ 614.022 COMPLAINT TO BE IN WRITING AND SIGNED BY COMPLAINANT

To be considered by the head of a state agency or by the head of a fire department or local law enforcement agency, the complaint must be:

- (1) in writing; and
- (2) signed by the person making the complaint

§ 614.023. COPY OF COMPLAINT TO BE GIVEN TO OFFICER OR EMPLOYEE

(a) A copy of a signed complaint against a law enforcement officer of this state or a fire fighter, detention officer, county jailer, or peace officer appointed or employed by a political subdivision of this state shall be given to the officer or employee within a reasonable time after the complaint is filed.

(b) Disciplinary action may not be taken against the officer or employee unless a copy of the signed complaint is given to the officer or employee.