

# West Lake Hills Police Department



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The West Lake Hills Police Department is dedicated to providing the best police services possible to the residents and visitors of West Lake Hills. Police employees are carefully selected and given the best training available in order to provide professional service. However, you may have occasion to lodge a complaint in reference to the actions of a member of the West Lake Hills Police Department. In order to be responsive to you, we are providing the following guidelines on how complaints should be made, how they are investigated, and their results.

**911 Westlake Drive  
West Lake Hills,  
TX 78746**

**For Police Assistance,  
Call 9-1-1**

**Administrative Phone  
512-327-1195**

**Investigative Unit  
512-610-6847**



[www.westlakehills.org](http://www.westlakehills.org)

**Scott Gerdes  
Chief of Police**

**HOW TO FILE A  
COMPLAINT**

## HOW ARE COMPLAINTS MADE?

Any person wishing to make a complaint may do so by coming to the West Lake Hills Police Department located at 911 Westlake Drive, West Lake Hills, Texas 78746 or by filling out the form on our website at [www.westlakehills.org](http://www.westlakehills.org) under Police Department.

TEXAS STATE LAW (Government Code 614.022) requires that all formal complaints against police officers be **in writing** and signed by the person making the complaint. Just as citizens who are arrested must be notified of the charges against them, police officers must be given copies of complaints before any disciplinary action may be taken. The person who claims to be aggrieved must make the complaint. Informal complaints may be reported to a supervisor and will be reviewed. Traffic tickets issued or differences of opinion between police officers and citizens over the issuance of traffic tickets or the guilt or innocence of persons arrested will not be investigated unless there are specific allegations of misconduct against members of the Department.

The West Lake Hills PD prohibits its officers from engaging in racial profiling. A person wishing to make a complaint in reference to alleged racial profiling by a West Lake Hills Police Officer should follow the complaint process outlined in this document.

### FALSE COMPLAINTS

People who intentionally make false complaints or allegations against police officers violate Chapter 37 of the Texas Penal Code. Texas law provides punishment for an individual adjudged guilty of committing an offense, if with the intent to deceive and with knowledge of the statement's meaning, he/she makes a false statement under oath or swears to the truth of a false statement previously made; and, the statement is required or

authorized by law to be made under oath. A person who commits an offense under this section can be charged with offenses ranging from a Class B Misdemeanor to a Felony of the Third Degree. Punishments can range from confinement of 180 days in jail to 10 years of imprisonment and a fine not to exceed \$10,000.

This information is not intended to intimidate the complainant or any witnesses, but is provided to avoid retaliation against police officers or departmental staff.

### WHAT HAPPENS WHEN A COMPLAINT IS FOUND TO BE TRUE?

When the investigation of a complaint reveals that the charges are true, and should be sustained against a police employee, the Chief of Police notifies the employee and may take one of the following actions, depending on the nature of the violation:

- Reprimand the employee;
- Suspend the employee without pay
- Demote the employee; or
- Discharge the employee

### WHAT HAPPENS IF THE COMPLAINT IS NOT TRUE?

Police employees must be afforded certain rights the same as with all citizens and complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the officer is notified and continues on duty. If he/she was removed from duty during the investigation, the employee will be paid for that period.



## OFFICER CAN APPEAL THE DECISION

Just as citizens charged with criminal offenses can appeal a court's decision, police employees are afforded the right to appeal the actions taken against them. The City of West Lake Hills has established procedures for ensuring that complaints by citizens against police employees are thoroughly and impartially investigated.

### WHAT IF YOU ARE NOT SATISFIED WITH THE DECISION?

You will be notified of the results of the investigation. If you are not satisfied with the results of the investigation, you may appeal to:

- Office of the Chief of Police, located at the West Lake Hills Police Department
- Office of the City Administrator, located at City Hall, 911 Westlake Drive
- Travis County District Attorney, located at the Travis County Courthouse
- Federal Bureau of Investigation, located at 12515 Research Blvd, Suite 400, Austin, Texas

The West Lake Hills Police Department is vitally concerned with the welfare of all residents and visitors to West Lake Hills. The Police Department will take action where employees have been proven derelict in their duties or are guilty of wrongdoing.

### COMMEND AN OFFICER

Likewise, if you see an employee doing outstanding work, tell the employee or a police supervisor or commend them online at [www.westlakehills.org](http://www.westlakehills.org) Your West Lake Hills Police Department is made up of individuals who are dedicated to serving our community.