

File a Police Employee Complaint



Complaint Process

File a Complaint About a Police Employee

Most contacts between citizens and Aubrey police officers are positive and professional, but complaints do arise from time to time. Confusion, different perceptions or timeliness of information can result in different accounts of the same incident.

These differences need to be addressed quickly. You are entitled to efficient, fair and impartial service, and the Aubrey Police Department takes your concerns seriously. We investigate all misconduct allegations and quickly respond to inquiries about employee actions or department policy.

Texas Government Code requires that all complaints against police officers be in writing and signed by the person making the complaint.

Making a false complaint is a violation of the Texas Penal Code and can result in a fine and time in jail.

Since the relationship between the community and our officers is based on confidence and trust, our effectiveness is greatest when we and the community work together to reach this goal. We appreciate hearing from you. Your input makes a difference.

Filing a Police Employee Complaint

File a complaint by [E-Mail Aubrey PD Employee Complaint](#), by U.S. Mail or submit in person. The address is:

Aubrey Police Department
108 E. Elm St.
Aubrey, TX 76227
940.365.2601

When you file a complaint, we will review the information and contact you to sign an official complaint document.

Complaint investigations are completed within a reasonable time. Most are resolved within 30 days after we receive them. We file regular status reports on longer investigations.



Based on available facts, the complaint is classified in one of four categories:

Sustained:

The allegation is true, and the action of the employee was inconsistent with department rules and procedures

Inconclusive:

There isn't enough evidence to prove or disprove the allegation

Unfounded:

The incident did not occur, or the affected employee was not involved

Exonerated:

The incident occurred, but the conduct or action was lawful, proper and in accordance with department rules and procedures

If the allegations are sustained, appropriate action will be taken. The action may involve training, verbal or

written reprimand, suspension from duty or termination. You will receive notice informing you of the findings.

Aubrey Police Department's Compliance with Senate Bill 1074 (Racial Profiling)

This department supports the 77th Texas Legislature's mandate prohibiting racial profiling in Texas. Our police officers work under a department policy that is consistent with all state and federal laws. The policy includes provisions for citizens to contact us if they have a complaint about an Aubrey police officer.

From the Chief's Desk

