

To make a compliment or to file a complaint, please contact  
Live Oak Police Department  
Professional Standards Unit  
8022 Shin Oak Drive  
Live Oak, TX 78233

PD\_CMD@liveoaktx.net

TEL: 210-945-1700

FAX: 210-945-1762



Dan Pue  
Chief of Police

## Live Oak Police Department

8022 Shin Oak  
Live Oak, TX 78233

210-945-1700



**HOW TO MAKE A  
COMPLIMENT  
OR  
FILE A COMPLAINT**

The Live Oak Police Department is dedicated to providing the best police service possible to the residents and visitors of Live Oak. Police employees are carefully selected and given the best training possible in order to provide professional service. In addition, public input and compliments are welcomed and appreciated. However, you may have occasion to lodge a complaint in reference to the actions of a member of the Live Oak Police Department. In order to be responsive to you, we are providing the following information about how complaints are made, how they are investigated, and their results.

## **HOW ARE COMPLIMENTS AND COMPLAINTS MADE?**

Any person wishing to make a compliment or complaint may do so by coming into the Live Oak Police Department located at 8022 Shin Oak, Live Oak, Texas, or by visiting the department's website at [www.liveoaktx.net](http://www.liveoaktx.net) or by e-mail to [PD\\_CMD@liveoaktx.net](mailto:PD_CMD@liveoaktx.net). Complaints or compliments can be reported 24-hours a day to any department supervisor or from 8:00 a.m. to 5:00 p.m. weekdays to a member of the Professional Standards Unit.

TEXAS STATE LAW (Government Code 614.022) requires that all 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. Other persons involved in the incident may give statements as a witness.

Traffic tickets issued or differences of opinion between police officers and citizens over the issuance of traffic tickets for the guilt or innocence of persons arrested will not be investigated unless there is a specific allegation of misconduct against a member(s) of the department.

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

**Information on the department's racial profiling policy can be found at [www.liveoaktx.net](http://www.liveoaktx.net)**

## **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 intent to deceive and with knowledge of the statements 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 imprisonment and a fine not to exceed \$10,000.

This information is not intended to intimidate the complainant or any witness, 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
- Terminate 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 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 Live Oak has established procedures for employees to follow in their appeals, just as the police department 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?**

If you are not satisfied with the results of the investigation by the Professional Standards Unit, you may appeal to:

- The Office of the Chief of Police  
8022 Shin Oak, Live Oak, TX 78233
- The Office of the City Manager  
8001 Shin Oak, Live Oak, TX 78233
- Bexar County District Attorney  
101 W. Nueva, San Antonio, TX 78205  
210-335-2311
- Federal Bureau of Investigation  
5740 University Heights Blvd  
San Antonio, TX 78249  
210-225-6741

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