

Policy III.3000.G, Complaints Against Police Personnel

Purpose

This policy establishes the process for receiving, investigating, and resolving complaints against San Jacinto College Police Department personnel. It promotes accountability, fairness, and transparency by ensuring that complaints are handled in accordance with applicable law and College procedures.

Policy

It is the policy of San Jacinto College to accept, investigate, and address complaints concerning the conduct of its peace officers, telecommunicators, and civilian employees of the College's police department. San Jacinto College is committed to maintaining public trust by ensuring that complaints alleging misconduct are handled fairly, impartially, and in a timely manner. The Chief of Police, in conjunction with the Administration, shall prepare a written complaint and investigation procedure that conforms to the requirements as established by the Texas Commission on Law Enforcement. A complaint shall conclude with a report providing a description of each allegation of misconduct, the investigative findings, including whether sustained or not sustained, and the final disposition of each allegation.

"Misconduct" under this policy includes alleged violations relating to the following: violations of federal or state laws or local ordinances, use of excessive force, untruthfulness, unlawful search, unlawful arrest, civil rights violations, racially motivated police actions, unlawful discrimination, sexual harassment, or any conduct that seriously degrades the integrity or good order of the organization. For purposes of this policy, allegations of untruthfulness include false, untrue, or misleading statements, either by overt means or by omission. Misconduct does not include minor rule violations of a less serious nature or performance shortcomings.

Complaints will be investigated by an impartial supervisor or investigator who was not involved in the incident. When appropriate, the Chancellor, Chief of Police, or their designees may appoint an investigator from outside the Police Department to ensure an independent and impartial review.

Complaints against sworn members. Complaints against a sworn member must be submitted in writing and signed by the individual making the complaint, consistent with applicable Texas law. A signed written statement from a supervisor or other employee with personal knowledge of the alleged misconduct may satisfy this requirement.

A member who is the subject of a complaint shall be provided with a copy of the complaint within a reasonable timeframe after it is received. The member may not be indefinitely suspended or terminated from employment based on the subject matter of the complaint unless the complaint is investigated and there is evidence to prove the allegation of misconduct.

Complaints against the Chief of Police. Complaints against the Chief of Police shall be submitted in writing to the Chancellor or the Chancellor's designee, who shall appoint an appropriate investigator to conduct the investigation.

Complaints against other police personnel. Complaints against other, non-sworn police personnel may be submitted to the Chief of Police or the Employee Relations Department.

Exclusions from this policy. This policy is intended to address complaints of misconduct or impropriety. It is not intended as a vehicle to address routine corrective action by a supervisor. Corrective action, counseling, coaching, and mentoring are primary duties of a supervisor and are not considered complaints subject to this policy. Employment-related concerns submitted by Police Department employees regarding compensation, promotions, schedules, working conditions, workplace conflict, discrimination, performance evaluations, assignments, reprimands, and/or disciplinary actions shall be addressed in accordance with the applicable Human Resources policies and procedures of the College.

Authority

San Jacinto College is committed to addressing allegations of employee misconduct through fair, consistent, and impartial investigative processes. This policy supports accountability, protects employee procedural rights and promotes public confidence in the integrity of the College Police Department.

Associated Procedures

Departmental procedures and corresponding general orders are maintained administratively within the Police Department.

Date of Board Approval	This policy became effective as of August 10, 2026, under the Chancellor's authority granted by the Board under Policy II.2000.A, Policy and Procedure Development, Review, Revision, and Rescission. Permanent affirmation of the change followed the standard policy review process of two readings at regularly scheduled meetings of the Board with first reading on August 10, 2026, and approval on September 14, 2026.
Effective Date	This policy became effective as of August 10, 2026, under the Chancellor's authority granted by the Board under Policy II.2000.A, Policy and Procedure Development, Review, Revision, and Rescission. Permanent affirmation of the change followed the standard policy review process of two readings at regularly scheduled meetings of the Board with first reading on August 10, 2026, and approval on September 14, 2026.
Primary Owner	Vice Chancellor, Fiscal Affairs
Secondary Owner	Chief of Police