

Law Enforcement Code of Ethics

All officers shall display the integrity required by the Law Enforcement Code of Ethics:

As a law enforcement officer, my fundamental duty is to serve the community; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the constitutional rights of all to liberty, equality, and justice.

I will keep my private life unsullied as an example to all and will behave in a manner that does not bring discredit to me or my agency. I will maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, political beliefs, aspirations, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear, favor, malice, or ill will, never employing unnecessary force or violence and never accepting gratuities.

Citizen Complaint Process

The mission of the Copperas Cove Police Department is to provide a safe and secure community; accomplished by working in a partnership with the citizens we serve.

A citizen complaint, and its subsequent investigation, allows us to examine the services that we provide to our community and to make necessary improvements.

The success of our policing strategies depends highly on the working partnership with the citizens.

If you have a complaint, you can fill out the complaint form and either mail it or drop it off at the Police Department.

Each complaint will be investigated and appropriate follow-up actions taken. You will be informed periodically of any updates and the results of the investigation.

Please call us at (254) 547-8222 if you have any questions or need assistance filling out the form.

Thank you for taking the time to let us know how we can improve the services we provide to our community.

Eddie Wilson
Chief of Police



Copperas Cove Police Department
302 East Avenue E
Copperas Cove, Texas 76522
(254) 547-8222
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www.copperascovetx.gov/police



Copperas Cove
Police Department

Complaint
Brochure

Eddie Wilson
Chief of Police

How does the Police Department receive complaints?

Citizens can call the Police Department at (254) 547-8222, write a letter to the Chief's Office, stop by the Police Department and speak to an officer or supervisor, or fill out the Complaint Form (available at the Police Department or online) and mail it to the Chief's Office. Forms may be accessed online at www.copperascovetx.gov/police.

What does the Police Department do with the complaint?

The Chief of Police will determine how the complaint will be processed or investigated in one of three ways:

- Thoroughly investigate the complaint.
- Refer it for criminal investigations. Criminal conduct complaints are given to the Criminal Investigations Section like any other criminal allegation or the Department of Public Safety if an external investigation is necessary.
- Decline to look into the matter further. If, in the initial stages of the investigation, it is determined the allegation is obviously false, involves another agency, or is without merit, the complaint will not be investigated further.

Complaints shall be handled in compliance with Texas Government Code Sec. 614.022 and will not be accepted more than thirty (30) days after the alleged incident except:

- When the complaint involves a criminal violation.
- When good cause exists for not making the complaint within the specified time limit.
- When otherwise authorized by the Chief.

Anonymous complaints will only be investigated at the direction of the Chief.

How are complaints reviewed for completeness?

After a complaint has been investigated and reviewed, it is generally classified as one of these findings:

Sustained – The officer who is the subject of the complaint was found to be in violation of Department policy or procedure.

Exonerated – The incident occurred, but was lawful and proper, or was justified under the existing conditions.

Unfounded – Based on the facts of the investigation, the complaint was false or there was no basis to the allegation.

Not Sustained – The Department is unable to verify the truth of the matter under investigation due to:

1. the failure of the complainant to cooperate with the investigation;
2. the unavailability of the complainant (death, relocation, etc.);
3. the departure of the subject officer;
4. other circumstances that prevent the Department from investigating;
5. Policy Failure – a flaw in policy was responsible for the incident.

The Chief reviews all complaint investigation reports to assure the results are complete and fair. The Chief also determines what appropriate action should be taken based upon the results of the investigation. If a complaint is sustained based on substantial evidence, he decides what corrective actions are required.

Once the complaint file is closed, the reports are retained in the Office of the Chief and kept confidential within the limits of the Texas Open Records Act and applicable laws.

How are the people involved notified?

The complainant is notified by letter of the results and findings of the investigation. The officer involved and the officer's supervisor will receive a copy of the letter sent to the complainant that describes the results and findings of the investigation. The employee involved can appeal certain disciplinary action.

Questions or Recommendations

The Copperas Cove Police Department is committed to providing exceptional police service to our community. Citizens cooperation and input is essential for the Department to succeed in this goal.

If you have any questions or recommendations on how the Copperas Cove Police Department, Animal Control, or Code Compliance can improve services, please call the Office of the Chief at (254) 547-8222 or mail or email your correspondence directly to the Chief of Police.



This brochure is a summary of police department policies and general orders; it is not a complete account of the investigation, discipline, and appeal process. Complaints can be filed and processed on actions by any employee of the police department, including animal control and code compliance.

**COPPERAS COVE POLICE DEPARTMENT
CITIZEN COMPLAINT AGAINST A POLICE OFFICER OR EMPLOYEE**

NAME OF COMPLAINANT	ADDRESS	HOME/CELL PHONE
PLACE OF EMPLOYMENT	BUSINESS ADDRESS	BUSINESS PHONE
NAME OF WITNESS	ADDRESS	HOME/CELL PHONE
NAME OF WITNESS	ADDRESS	HOME/CELL PHONE
NAME OF WITNESS	ADDRESS	HOME/CELL PHONE
DATE/TIME OF ALLEGED INCIDENT	LOCATION OF ALLEGED INCIDENT	
NAME OF OFFICER(S) INVOLVED, IF KNOWN BY THE COMPLAINANT		

Please use the next page of this form to give details and why you are making this complaint against a member of the Copperas Cove Police Department. Additional sheets may be used if needed. Return this completed form to the Copperas Cove Police Department at 302 East Avenue E, Copperas Cove, Texas 76522. An investigator will contact you to follow-up on this complaint.

***** COPPERAS COVE POLICE USE ONLY *****

OFFICER RECEIVING COMPLAINT	DATE/TIME COMPLAINT RECEIVED	
NAME OF OFFICER(S) INVOLVED, IF KNOWN		
<input type="checkbox"/> I HAVE RECEIVED THE COMPLAINT AND HAVE FORWARDED IT TO THE OFFICE OF THE CHIEF		
Date of Review:	Signature of Supervisor:	
OFFICE OF THE CHIEF – PROFESSIONAL STANDARDS		
NAME OF INVESTIGATING OFFICER	DATE/TIME COMPLAINT RECEIVED	COMPLAINT NUMBER, IF APPLICABLE
Date Completed:	Signature of Investigator:	
Date of Review:	Signature of Chief of Police:	

I, _____, HAVING MADE AN OFFICIAL COMPLAINT AGAINST A MEMBER OF THE COPPERAS COVE POLICE DEPARTMENT, UNDERSTAND THAT SHOULD SAID COMPLAINT BE UNFOUNDED, I MAY BE SUBJECT TO PROSECUTION FOR THE OFFENSE UNDER TEXAS PENAL CODE 37.08, NAMELY, FALSE REPORT TO PEACE OFFICER, FEDERAL SPECIAL INVESTIGATOR, OR LAW ENFORCEMENT EMPLOYEE.

SIGNATURE OF COMPLAINANT	DATE

SUBSCRIBED AND SWORN TO BEFORE ME, THE UNDERSIGNED AUTHORITY, ON THIS THE _____ DAY OF _____, A.D., 20 _____.

NOTARY PUBLIC, STATE OF TEXAS