

TEXARKANA, TEXAS POLICE DEPARTMENT
GENERAL ORDERS MANUAL

<i>Effective Date</i> February 1, 2008		<i>Amended Date</i>		<i>Directive</i> 2.10.1	
<i>Subject</i> Notification to Complainant					
<i>Reference</i>					
<i>Distribution</i> All Personnel City Manager City Attorney		<i>TPCA Best Practices Recognition Program Reference</i> 2.10.1 Notification to Complainant		<i>Review Date</i> June 9, 2023	
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This Operations Directive is for internal use only and does not enhance an officer's civil or criminal liability in any way. It should not be construed as a creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this Operations Directive, if proven, may only form the basis for a complaint by this Department, and only in a non-judicial administrative setting.

SECTION 1 PURPOSE

The purpose of this policy is to require that the complainant be notified when the Department receives their complaint and that the complainant be notified of the disposition of the complaint investigation.

SECTION 2 POLICY

It is the policy of the Department that the complainant will be notified when the Department receives their complaint. It is also the policy of the Department that the complainant be notified of the findings of the complaint investigation.

SECTION 3 PROCEDURES

A. The Office of Professional Responsibility (OPR) shall send written notice to the complainant acknowledging receipt of their complaint. The OPR shall also notify the complainant in writing of the findings upon conclusion of the complaint investigation.

B. RESPONSIBILITY

1. All members of the Department shall know and comply with all aspects of this directive.
2. All Division Commanders and supervisory personnel are responsible for ensuring compliance with the provisions and intent of this directive.