






CONTACT US

-  (936) 468-2608
-  (936) 468-9111 *(For emergencies)*
-  police@sfasu.edu
-  sfasu.edu/police
-  232 East College St.
Nacogdoches, Texas 75962

Office hours: 8 a.m. to 5 p.m.
Monday through Friday



Stay up to date on our social media channels.

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HOW TO PROVIDE FEEDBACK



**STEPHEN F. AUSTIN
STATE UNIVERSITY**
Police Department

THE UNIVERSITY OF TEXAS SYSTEM

COMPLAINT PROCESS

The UTS-SFA police department is committed to investigating and promptly addressing allegations of employee misconduct or criticism, whether initiated by citizens or department members. To foster trust between the police and the community, a complaint process is in place to protect the public from improper conduct, the department from damaging employees, and employees from unjust accusations.

Investigations are conducted using recognized techniques to ensure impartiality and fairness. Complaints can be submitted by letter, phone or in person, but Texas law requires formal complaints be in writing and signed by the complainant, either through a letter or the department's complaint form.

To make a formal complaint, follow these steps:

1. Contact a police supervisor or any police employee and ask for a citizen's written complaint form, or send a notarized letter to the chief of police at the university police department.
2. Your written statement must be signed, detailed and specific.
3. Texas law requires the employee be equipped with a copy of the written complaint in order to respond to allegations. Procedures are in place to prevent retributions for initiating a legitimate complaint.
4. You will receive a receipt of your complaint containing a control number for tracking purposes.
5. If you call with a complaint or don't complete the written process right away, we will send you a letter reminding you to provide a written statement to make the complaint official.
6. If your complaint involves physical injury that required medical attention, you may be asked to sign a waiver to release your medical records and provide photographs of injuries.
7. At the conclusion of the investigation, you will receive the investigation's results. If your complaint is sustained, we will not be able to disclose specific disciplinary action taken against the employee.
8. A disagreement over the validity of a traffic citation or point of law is not a complaint and should be

resolved in the court that has jurisdiction.
9. Your complaint will be investigated quickly and with the utmost integrity.

COMPLAINT DISPOSITIONS

Complaint dispositions that may be reached at the conclusion of the investigation include:

- **Exonerated:** The employee's actions were lawful and proper.
- **Unfounded:** The incident did not occur or the employee was not involved.
- **Sustained:** The investigation concluded that the incident occurred, the employee's actions were inappropriate or unlawful and administrative disciplinary action was taken.
- **Not sustained:** Evidence failed to prove or disprove the allegations.

DISCIPLINARY ACTION

Types of administrative disciplinary actions that may be taken on sustained complaints include:

- **Oral reprimand/counseling**
- **Training**
- **Written reprimand**
- **Suspension**
- **Demotion**
- **Termination**
- **Criminal charges may be filed if a criminal activity complaint is sustained.**

COMPLIMENTS

Commendations, either verbal or written, are one of the best ways to let police officers know you appreciate their good work.

A commendation may address any event you feel deserves special recognition. This may include acts such as:

- **Exceptional courtesy or compassion**
- **Saving a life**
- **Heroic acts**
- **Or any other act you feel deserves recognition.**

To make a commendation, contact the UTS-SFA police department or stop by in person.

