

**JONESTOWN POLICE DEPARTMENT**  
**Officer Complaint Procedures**  
**Chief Paul Taylor**

The image of the Department depends on the personal integrity and discipline of all Departmental employees. The goal of the Jonestown Police Department is to provide the best police service to its citizens. With that in mind, in circumstances where an employee fails to meet that standard, you may file a complaint against a police department employee.

**How to File Complaints**

Please print the complaint form, listed on the website, fill it out and return the signed complaint during regular business hours Monday through Friday 8:00 am to 5:00 pm to the Jonestown Police Department located at **18304 North Park Drive**. Chapter 614 of the Texas Government Code requires that all complaints against police officers must be in writing and signed by the person making the complaint.

**If the Complaint is found to be true:**

Depending upon the situation, if the complaint is found to be true, the Chief may take the following actions:

1. Oral Counseling
2. Written reprimand
3. Suspension
4. Demotion
5. Termination



**Complaint Not Sustained or Unfounded**

If there is not sufficient evidence to support the allegation or it is proved that the officer or employee was acting within established policies and procedures, the investigation will be closed and no further action will be taken.

**False Complaints**

In rare situations where citizens file false complaints against a police employee, Citizens should be aware that this is a violation of the Texas Penal Code and possibly subject to criminal charges.

Jonestown Police Department  
18304 North Park Drive  
Jonestown, Texas 78645  
512-267-7007 (Office)  
512-267-3369 (Fax)