Silsbee ISD Police Department

"How to Make a Compliment or a Complaint"

In accordance with Texas Code of Criminal Procedure 2.132, the Silsbee ISD Police Department clearly defines acts constituting racial profiling. The department strictly prohibits peace officers employed by the agency from engaging in racial profiling and has implemented a process by which an individual may file a compliment or complaint with the agency if the individual believes that a peace officer employed by the agency has engaged in racial profiling or any other activity that may be a violation of law or policy.

To file a compliment or complaint please provide the date, time, complainant's full name, date of birth, contact information, and summary of the incident in which the compliment or complaint is being made.

All compliments/complaints, regardless of nature, can be filed in person at the administration office, at any school campus during school hours, or by contacting the chief of police by email, by mail, or by phone. Compliment and complaint forms are available online or by request.

A signed letter of compliment/complaint will be accepted as a signed compliment/complaint without requiring any specific form; however, during follow up, the complainant may be required to execute the compliment or complaint on the agency specific form. As part of the follow-up investigation, persons making complaints normally shall be interviewed to ensure that all issues and concerns are brought to light and addressed.

Normally, a person with a complaint will be referred to a supervisor or the Chief of Police, who shall assist the individual in recording pertinent information. If initially reported to a supervisor, the first-line supervisor shall conduct a preliminary investigation.

In every case, the Chief of Police will be notified of any complaint as soon as possible by the supervisor receiving the complaint. Complaints alleging a violation of the law or any other serious violation will be reported to the chief of police immediately regardless of the time of day.

Any questions regarding the agency's compliment and complaint process may be addressed to the Chief of Police in person, by phone at 409-980-7877, by mailing address at 1575 Hwy 96 N, Silsbee, Texas 77656 or by email robert.smith@silsbeeisd.org