



Silsbee Police Department

“How to Make a Compliment or a Complaint”

In accordance with Texas Code of Criminal Procedure 2.132, the Silsbee 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 this accord, in order to file a compliment or complaint, please provide, if possible, 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 (compliment and complaint forms are provided within the front lobby of the Silsbee Police Department), by mail, or by phone at any time. As part of the follow-up investigation, persons making complaints by mail or phone normally shall be interviewed and a written, signed complaint prepared.

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. The agency does make available forms within the lobby of the Police Department 24 hours a day.

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. The Chief of Police may, if appropriate, 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 received overnight will be brought to the Chief’s attention the next workday. Complaints alleging a violation of the law or any other serious violation will be reported 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, or Assistant Chief of Police by phone at 409-385-3714, by mailing address at 1104 N. 5th Street, Silsbee, Texas 77656 or email to Chief Blackwell sblackwell@cityofsilsbee.com or Assistant Chief Peden rpeden@cityofsilsbee.com.