HOW TO MAKE A COMPLAINT

TEXAS A&M INTERNATIONAL UNIVERSITY

It is the policy of the Texas A&M International University Police Department to document and investigate any complaints made against an employee from the department. The department must competently and impartially investigate all allegations of misconduct of employees. These procedures may be used by civilians, by other TAMIU employees, and/or by an employee from the same department.

You can make a complaint by:

* Phone (956) 326-2100,
* Email (Chief/Director Fructuoso San Miguel: [Fructuoso.sanmiguel@tamiu.edu](mailto:Fructuoso.sanmiguel@tamiu.edu); Captain Roque Velasco: [roque.velasco@tamiu.edu](mailto:roque.velasco@tamiu.edu)), or
* Mail (University Police Department, 5201 University Blvd., Laredo, TX, 78041)

Complaint Procedures:

* When a complaint is made in-person, the Department will contact the Director of the University Police Department (Chief) or his/her designee.
* The Chief will assign the case to the Captain or a supervisor to listen to the complaint and gather details of the allegation being made.
* All complaints are to be reported to the Chief, whether the complaint(s) are made in-person, through email, or by mail.
* Complainants will be notified in writing that they have received the complaint and they will notify them of the outcome.
* Complaints will be assigned to a supervisor or an investigator which will be determined by the Chief.
* The findings of the investigations will be reviewed and disciplinary action will be taken if needed.
* Complainant(s) will be notified of the overall findings and the final conclusion of the investigation.

