



COCKRELL HILL FIRE MARSHAL'S OFFICE

4125 West Clarendon Drive | Dallas, Texas 75211 | P: (214) 330-6357 | E: fmo@cockrellhillfire.org

HOW TO FILE A CITIZEN COMPLAINT

1. If you wish to make a complaint about the actions of a Cockrell Hill Fire Marshal's Office employee or if you feel you are a victim of racial profiling, please:

- Come to the Fire Marshal's Office or Police Dispatch, 4125 West Clarendon Drive, Cockrell Hill, Texas 75211, and advise the dispatcher that you want to make a complaint, or request a supervisor, or
- Call the Fire Marshal's Office, 214-330-6357 and tell the person answering the telephone that you want to make a complaint, or
- Write your complaint out by downloading the complaint form online and mailing it to:
Ed Woo, Fire Marshal
Cockrell Hill Fire Marshal's Office
4125 West Clarendon Drive, Cockrell Hill, TX 75211.

2. Any Cockrell Hill Fire Marshal's Office employee will assist you in completing a complaint. You will be asked to identify yourself and then give specific details about your complaint.

3. Your complaint will then be investigated. You may be contacted and asked for additional information about your complaint. Please be aware of the following:

- In order for administrative action to be taken against an employee the complaint must be in writing and signed per Texas Law.
- There must be evidence to prove the allegation in order for significant discipline to be given per Texas Law
- Texas Law also requires that a copy of the written complaint be given to the Officer.
- An unsigned complaint will still be investigated but no administrative action will be taken against the employee.

4. If the complaint involves extended investigation, you will receive a letter explaining approximately how long it will take.

5. When your complaint has been investigated, the Fire Marshal will review the investigation and write you a letter explaining the results.

State of Texas: Government Code

§ 614.022. COMPLAINT TO BE IN WRITING AND SIGNED BY COMPLAINANT.

To be considered by the head of a state agency or by the head of a fire department or local law enforcement agency, the complaint must be:

- (1) in writing; and
- (2) signed by the person making the complaint

§ 614.023. COPY OF COMPLAINT TO BE GIVEN TO OFFICER OR EMPLOYEE.

(a) A copy of a signed complaint against a law enforcement officer of this state or a fire fighter, detention officer, county jailer, or peace officer appointed or employed by a political subdivision of this state shall be given to the officer or employee within a reasonable time after the complaint is filed.

(b) Disciplinary action may not be taken against the officer or employee unless a copy of the signed complaint is given to the officer or employee.