

## HOW ARE COMPLAINTS MADE?

When a citizen files a complaint against a member of the Grayson County Sheriff's Office, the complaint is sent to the Chief Deputy for review and assignment.

Citizens wishing to obtain or file a complaint may do so in several different ways:

1. Submit a complaint at <https://www.co.grayson.tx.us> by selecting Citizen Compliments or Complaints.
2. Contact any supervisor or
3. Contact the Office of Professional Standards

The Office of Professional Standards is open during normal business hours and located in the Grayson County Justice Center 200 S. Crockett St. Sherman, Texas. If you prefer, you may call, write a letter, or email to begin the process.

The Texas Government Code, Section 614.022 provides that all complaints against law enforcement officers must be in writing and signed by the person making the complaint. Citizens wishing to file a complaint against any member of the Grayson County Sheriff Office must submit a written and signed complaint. Just as citizens placed under arrest, Sheriff's Office members must receive notification of the charges against them, and provided a copy of the complaint before any disciplinary action is taken.

Complaints must be made within 90 days of the incident complained about, except in special cases (such as criminal misconduct or when the person making the complaint can show good cause). Complaints must be made by the person who claims to be aggrieved, except that in the case of a minor, a guardian may file the complaint. Other persons may

give statements as witnesses. After an Internal Affairs Investigation is completed, you will be advised of the results.

## WHAT HAPPENS WHEN A COMPLAINT IS FOUND TO BE TRUE?

When the investigation of a complaint reveals that the charges are true and should be sustained against the Sheriff's Office member, the Chief Deputy notifies the member and may take one of the following actions, depending on the nature of the violation:

1. Counsel or reprimand the employee;
2. Suspend the employee without pay;
3. Demote the employee; or
4. Discharge the employee.

## WHAT HAPPENS WHEN A COMPLAINT IS NOT SUSTAINED?

Sheriff's Office members must be afforded certain rights, the same as with all citizens, and complaints must be supported by sufficient evidence. If there is not sufficient evidence to sustain the complaint, the Sheriff's Office member is notified and continues on duty. The complainant is also notified by mail of the investigation's results.

## WHAT IF YOU ARE NOT SATISFIED WITH THE DECISION?

If you are not satisfied with the results of the investigation by the Office of Professional Standards you may appeal to:

1. The Office of the Sheriff, located within the Grayson County Justice Center at 200 S. Crockett Street in Sherman, Texas.

The Grayson County Sheriff's Office is vitally interested in the welfare of all citizens and in taking action where its members have proven derelict in their duties or are guilty of wrongdoing. If it becomes necessary for you to make a complaint, you can be assured that it will be given a fair and thorough investigation.

By the same token, if you have an occasion to see a Sheriff's Office member doing outstanding work, please let us know. Your Grayson County Sheriff's Office members are individuals who are dedicated to serving you and the community.

## MEMBERS CAN APPEAL THE DECISION

Citizen's charged with a criminal offense can appeal a court's decision, a Sheriff's Office member may also appeal any disciplinary action taken against them. Grayson County has established procedures for its members to follow in their appeals, just as the Sheriff's Office has established procedures for insuring that complaints by citizens against its members are thoroughly and honestly investigated.

## GENERAL INFORMATION

The Grayson County Sheriff's Office is dedicated to providing the best law enforcement service possible to all citizens. Sheriff's Office members are carefully selected and given the best training possible in order to provide this service. However, you may have occasion to lodge a complaint about the actions of a member of the Grayson County Sheriff's Office. In order to be responsive, information is provided about how a complaint is made, how it is investigated, and the result.

Service issues not associated with employee misconduct should be directed to the Sheriff for a performance review.

It is the policy of the Grayson County Sheriff's Office to give equal treatment under the law to all people, regardless of race, color, religion, sex, politics, national origin, lifestyle, or similar characteristics. The members of the Grayson County Sheriff's Office will only stop or detain citizens when reasonable suspicion exists to believe they have committed, are committing, or are about to commit a violation of the law, or for other lawful purposes. Members of the Grayson County Sheriff's Office are strictly prohibited from initiating any action that constitutes racial or biased-based profiling. Citizens should file any complaints by following the procedure mentioned in this brochure.

Sheriff Wm. A. "Tony" Bennie

Office of Professional Standards  
200 S. Crockett Street  
Sherman, Texas 75090  
903-813-4200 ext. 2550  
Email: [ops@co.grayson.tx.us](mailto:ops@co.grayson.tx.us)

## Citizen Complaint Process



Grayson County Sheriff's Office  
Sheriff Wm. A. "Tony" Bennie

200 S. Crockett Street  
Sherman, Texas 75090  
903-813-4408