



COCKRELL HILL FIRE MARSHAL'S OFFICE

4125 West Clarendon Drive | Dallas, Texas 75211 | P: (214) 330-6333 | E: fmo@cockrellhillfire.org

HOW TO FILE A COMPLAINT OR COMPLIMENT

Cockrell Hill Fire Marshal's Office and Fire Department personnel

WHO THIS IS FOR

Use this process if you want to make a complaint about the conduct of a Cockrell Hill Fire Marshal's Office or Fire Department employee or member, if you believe you were the victim of racial profiling by one of our peace officers, or if you want to recognize an employee for good work. Racial profiling complaints are accepted under Texas Code of Criminal Procedure Article 2B.0053. The Fire Marshal's Office and Fire Department will not retaliate against anyone for filing a complaint.

HOW TO FILE

- **In person:** come to the Fire Marshal's Office or Police Dispatch, 4125 W. Clarendon Drive, Cockrell Hill, Texas 75211. Tell the employee or dispatcher that you want to make a complaint or speak with a supervisor.
- **By phone:** call the Fire Marshal's Office at (214) 330-6333, option 1, and say that you want to make a complaint.
- **By mail or email:** fill out and sign the **Complaint Form**, then mail it to Fire Marshal Ed Woo, Cockrell Hill Fire Marshal's Office, 4125 W. Clarendon Drive, Cockrell Hill, Texas 75211, or email a signed copy to fmo@cockrellhillfire.org.
- **If your complaint is about the Fire Marshal,** send it to the City Administrator.
- Any Fire Marshal's Office or Fire Department employee will help you complete a complaint.

WHAT TO INCLUDE

- Your name and how to reach you.
- The date, time, and place of the incident.
- The name or badge number of the employee, if you know it, or a description of the employee or vehicle.
- What happened, in as much detail as you can, and the names and phone numbers of any witnesses.
- Copies of any photos, video, or documents you have.

WHAT HAPPENS NEXT

- Your complaint will be investigated. An investigator may contact you for more information.
- If the investigation will take an extended amount of time, you will receive a letter with an estimate of how long it will take.
- When the investigation is complete, the Fire Marshal will review it and send you a letter explaining the result.

WHAT TEXAS LAW REQUIRES

- A complaint must be **in writing and signed** by the person making it before it can be considered for action against a peace officer or firefighter (Texas Government Code Section 614.022).
- A **copy of the signed complaint** must be given to the employee within a reasonable time, and no disciplinary action may be taken until the employee receives it (Section 614.023(a) and (b)).
- An employee may not be indefinitely suspended or terminated based on a complaint unless the complaint is investigated and there is **evidence to prove the allegation** (Section 614.023(c)).
- An unsigned or anonymous complaint will still be looked into, but it cannot be the basis for disciplinary action.
- The Complaint Form is signed under penalty of perjury. Knowingly making a false statement under oath or in an unsworn declaration is perjury, a Class A misdemeanor (Texas Penal Code Section 37.02).