



Killeen Police Department

**Killeen Police
Department
Internal Affairs Unit
2023 Annual Report**

Overview of the Internal Affairs Process

The Killeen Police Department is dedicated to investigating all allegations of employee misconduct. The Internal Affairs Unit is responsible for investigating and addressing misconduct or improper behavior allegations within a law enforcement agency.

The primary goals of Internal Affairs investigations include:

Maintaining Accountability: Internal Affairs units ensure law enforcement officers adhere to professional standards and ethical conduct. Investigating complaints or suspicions of misconduct helps maintain accountability within the police force.

Preserving Public Trust: By addressing and rectifying instances of misconduct, Internal Affairs helps maintain public trust in law enforcement. Transparency in handling allegations of wrongdoing demonstrates that the police department takes such matters seriously.

Protecting Officer Integrity: Internal Affairs investigations are not solely about punishment but also about protecting officers who may be falsely accused. The unit aims to distinguish between legitimate grievances and unfounded accusations by thoroughly examining complaints.

Improving Policies and Procedures: Internal Affairs investigations may reveal weaknesses in policies, procedures, or training contributing to misconduct. Identifying these issues allows the department to make necessary improvements to prevent similar incidents in the future.

Legal Compliance: Ensuring that officers operate within the law's bounds is crucial for law enforcement agencies' legal standing. Internal Affairs investigations help assess whether officers have adhered to the laws and regulations governing their conduct.

Enhancing Professionalism: By addressing misconduct promptly and appropriately, Internal Affairs contributes to the overall professionalism of law enforcement agencies. This, in turn, fosters a positive organizational culture.

Protecting the Reputation of the Department: Allegations of misconduct, if left unaddressed, can tarnish the reputation of a law enforcement agency. Internal Affairs investigations aim to address issues promptly to protect the department's standing in the community.

The Complaint Process

The Killeen Police Department takes citizen's concerns seriously. We believe the public is entitled to efficient, fair, and impartial service. We investigate all allegations of employee misconduct, respond to inquiries about employee actions or department policy, and document all commendations received from the public.

Citizens are encouraged to report police misconduct without fear of retaliation or their complainant not being taken seriously. However, many complaints can be explained satisfactorily by a visit or telephone call to the employee's supervisor. The supervisor will talk with you about your complaint and try to resolve it. A disagreement over the validity of a traffic violation is not a complaint. Such disagreements should be directed to the court or individual with jurisdiction in the matter.

If a citizen wishes to file a complaint, they can do so by:

- Reporting the incident to a supervisor at 3304 Community Blvd, Killeen, Texas, 76542. The Police Headquarters is open twenty-four hours a day.
- Call the Internal Affairs Unit at 254-501-6564 between 8:00 a.m. to 4:00 p.m. Monday through Friday.
- Email their complaint to kpd-ia@killeentexas.gov. An investigator will contact you and assist you with the complaint process.
- Citizens with language barriers can request the assistance of an interpreter by contacting the Internal Affairs Unit. The Killeen Police Department will provide you with an interpreter at no cost.
- If you are an undocumented resident, we will not report you to the Department of Immigration and Naturalization Service (INS) unless you have been convicted of certain criminal offenses.

If you choose to make a complaint, we will follow a formal process to ensure your complaint is thoroughly investigated. When you file a complaint, you will be asked for your name, address, telephone number where you can be reached, and the details of your complaint, including date, time, location, and name of the involved employee(s), if known. The same information will be needed if you mail your complaint to us. This information must be written with an original signature, as state law requires, before initiating a formal investigation.

When we receive your complaint, the Internal Affairs Unit will send a letter to inform you that your complaint has been received and assigned for investigation.

The assigned investigator will conduct a thorough investigation. He will interview the employee involved and any witnesses. You may be contacted for additional details or to clarify the information you have already provided.

We aim to complete the investigation within approximately 90 days of receiving the complaint. You will be notified of the outcome upon the completion of the investigation. The employee's supervisors will decide the complaint based on the facts available. The decision will be one of four findings (adjudication):

- **Sustained** - The employee acted improperly.
- **Not Sustained** - The complaint can be neither proved nor disproved.
- **Unfounded** - The available evidence does not support the complaint.

- **Exonerated** - The action alleged did occur, but the action was proper and consistent with department policy.

If an allegation is sustained, appropriate action will be taken. You will be notified in writing about the disposition of your complaint. However, in accordance with the law and out of respect for employees' privacy, we do not release the specific discipline imposed on the employee.

The Chief of Police will determine the disposition of any complaint. The Killeen Police Department recognizes that its employees are responsible for their conduct where the public is concerned. The department also acknowledges that, at certain times, conflicts between citizens and agency employees can arise. It is essential to the safety of our community that the relationship between the police and citizens be built on confidence and trust. Law enforcement cannot be effective without this vital conviction by both entities.

Police Officers must be free to exercise their best judgment and initiate proper action reasonably, lawfully, impartially, without fear or reprisal. At the same time, they must observe the rights of all people. The complaint process and appropriate disciplinary procedures not only subject agency members to corrective action when they conduct themselves improperly, but the guidelines also protect them from unwarranted criticism when they discharge their duties properly.

Administrative Review

The Internal Affairs Unit may be requested at the direction of the Chief of Police to conduct an administrative review of a specific situation to determine if sufficient facts are present that would necessitate the initiation of a formal internal affairs investigation. The review is not a formal complaint. It is simply fact-gathering to determine whether formal action is required.

Complimenting an Employee

Just as we recognize that conflicts between citizens and agency employees can arise, we also realize that there are times when employees go above and beyond the call of duty. Killeen Police Department employees, like everyone else, appreciate it when their good deeds are noticed. Too often, they are remembered for the traffic tickets they issue or the arrests they have to make and not for the thousands of helping hands they extend.

If an employee of the Killeen Police Department provides services that you feel should be commended, please write the Chief a letter or note to that effect, giving your feelings on what the employee has done that deserves commendation. You may also forward that commendation to kpd-ia@killeentexas.gov. The Chief will ensure it gets to the employee and that a copy is placed in their personnel file. This boosts their morale and encourages them and all other Officers and Employees of the Department to be more positive about themselves and the service they provide. We are proud of the good relationship we share with the community.

Case Disposition

Internal Affairs Cases	2019	2020	2021	2022	2023
Employee Left Employment Prior To Completion of Investigation	4	4	4	1	0
Exonerated	0	1	1	2	1
Not Sustained	2	8	4	1	2
Referred To Supervisor	0	0	0	0	0
Administratively Closed	0	0	0	1	0
Sustained	6	7	18	6	11
Unfounded	0	2	1	0	2
Total Cases	12*	22	28	11**	20***

*: One Internal Affairs case was initiated in 2020 for an event in 2019 and is reported in 2020 Dispositions.

** : Updated to include a correction and the disposition of a case not closed in 2022.

***: Four Internal Affairs cases were initiated in 2023 and not completed at the time of this report.

Administrative Review Cases	2019	2020	2021	2022	2023
Employee Left Employment Prior To Completion of Investigation	0	0	0	0	0
Exonerated	5	7	4	8	3
Not Sustained	1	2	2	0	2
Referred To Internal Affairs Investigation	2	0	1	1	0
Referred To Supervisor	0	0	0	0	0
Sustained	0	1	0	1	0
Unfounded	0	1	0	6	2
Total Cases	8	11	7	16*	7

*: Updated to include the disposition of cases not closed in 2022