



# El Paso Police Department Incident Investigation Process

Goal 2: Set the Standard for a Safe and Secure City

City Council Meeting  
9/28/2021  
Agenda Item #27

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# Internal Affairs Mission

- The mission of the Internal Affairs Division is to accept, register and investigate complaints of alleged misconduct by an employee of the Department in an objective and impartial manner to ensure justice and fairness towards Department employees and the citizens of El Paso. The purpose of Internal Affairs is to ensure professional conduct by all Department employees and to maintain a high level of overall integrity for the Department.



## IAD conducts investigations into:

- Officer-involved shootings,
- Critical incidents involving death or serious bodily injury,
- Alleged constitutional violations,
- Alleged racial profiling/discrimination,
- Dishonesty,
- Drug use,
- Sexual misconduct,
- Allegations of a violation of any law,
- Allegations of excessive use of force,
- Allegations of misconduct involving more than one division,
- Complaints by employees of discrimination,
- Sexual harassment or
- Other unlawful employment practices and cases referred directly by the Chief of Police or command staff.

# HOW TO FILE COMPLAINT - EXTERNAL



← → ↻ https://www.elpasotexas.gov/police-department/internal-affairs/



## A Message From The Chief of Police

Community policing is a philosophy and management style adopted by the El Paso Police Department that promotes proactive problem solving and police community partnerships. The close working relationships with the community enable the police department to achieve an appropriate level of professionalism and establish public confidence in law enforcement. The Department, therefore, demands a high standard of conduct and discipline from all its employees (uniform and civilian) in order to preserve the necessary trust and confidence within the community we serve. As a result, the Department will accept all comments about an employee's conduct or performance whether it is to commend or complain.

When a citizen feels that an employee of the Department acted improperly, that citizen is encouraged to contact the Internal Affairs Division to discuss or report the complaint. Timely complaints will be thoroughly investigated by Internal Affairs because the Department takes all complaints seriously. We have a commitment to the community and understand that the services the police provide are directly related to the quality of our relationship with the people we serve.

Yours in Service,  
Gregory K. Allen  
Chief of Police

## What Is Internal Affairs

The mission of the Internal Affairs Division is to accept, register and investigate complaints of alleged misconduct by an employee of the Department in an objective and impartial manner to ensure justice and fairness towards Department employees and the citizens of El Paso. The purpose of Internal Affairs is to ensure professional conduct by all Department employees and to maintain a high level of overall integrity for the Department.

Internal Affairs only conducts administrative investigations into alleged serious misconduct by current employees of the Department. Serious misconduct would include but not be limited to officer-involved shootings, critical incidents involving death or serious bodily injury, alleged constitutional violations, alleged racial profiling/discrimination, dishonesty, drug use, sexual misconduct, allegations of a violation of any law, excessive use of force, allegations of misconduct involving more than one division, complaints by employees of discrimination, sexual harassment or other unlawful employment practices and cases referred directly by the Chief of Police or command staff.

Allegations of minor misconduct will be referred back to the divisional level for investigation. However, Internal Affairs will oversee the administrative investigation process.

## Filing A Formal Complaint

A formal complaint may be lodged with Internal Affairs or with any supervisor in the police department, who will then forward the complaint to Internal Affairs. A formal complaint is a written allegation against an employee of the Department that could result in disciplinary action, up to and including termination. **State law requires that complaints against police officers be in writing and signed by the person making the complaint.**

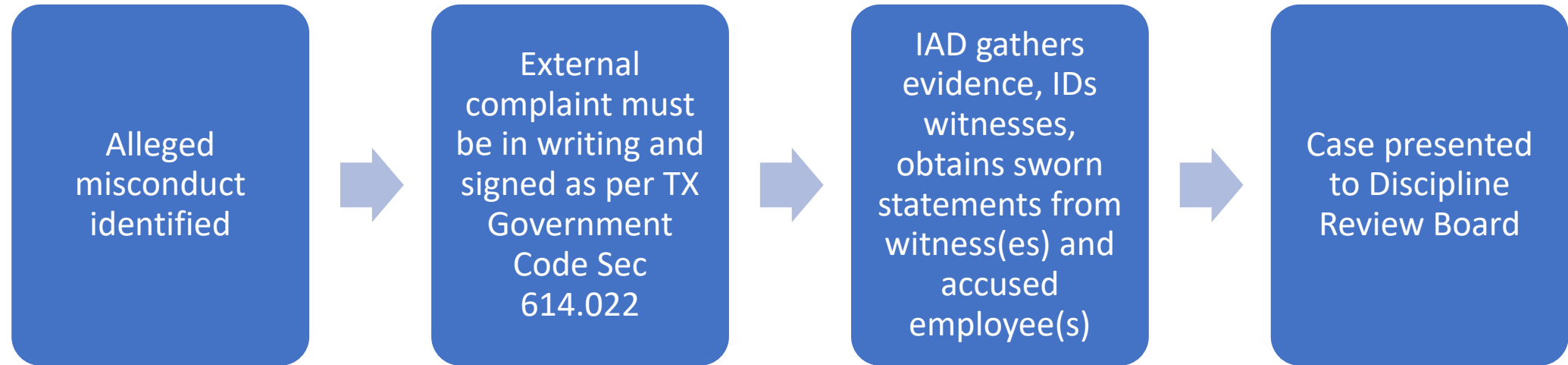
Persons complaining by e-mail or orally will be requested to submit their complaint in writing with their signature affixed, and will be provided the appropriate affidavit form, which is available on the Department's web site ([Complaint Affidavit / Queja Declaración Jurada](#)). The Complaint Affidavit can be sent via mail or dropped off in person at Internal Affairs or left with any police supervisor at the Regional Commands. **Please note that the Complaint Affidavit needs to be notarized, this can be done at any of the Regional Commands or at the office of Internal Affairs or by any certified Notary. Please send the completed and notarized affidavit to: [PDIAD@elpasotexas.gov](mailto:PDIAD@elpasotexas.gov)**

All complaints will have a preliminary investigation conducted by Internal Affairs to determine if the employee has violated a law or a departmental policy, procedure, rule or regulation during the incident. A complaint will not be investigated if the evidence determines no violation and such will be explained to the complainant. A complaint also will not be investigated if it is barred by time limitations and such will be explained to the complainant.

If a complaint cannot be investigated, Internal Affairs will retain the information in its files and the Department will consider if non-disciplinary action is necessary.

**Internal Affairs Division**  
211 N. Florence #205  
915-212-0157

# INVESTIGATION PROCESS



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# Governing Documents

- EPPD Procedures Manual
- Texas Government Code Title 6
- Civil Service Rules
- Collective Bargaining Agreement (CBA)



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# Questions?



## Misión

Brindar servicios excepcionales para respaldar una vida y un lugar de alta calidad para nuestra comunidad

## Valores

Integridad, **R**espeto, **E**xcelencia,  
**R**esponsabilidad, **P**ersonas

## Visión

Desarrollar una economía regional vibrante, vecindarios seguros y hermosos y oportunidades recreativas, culturales y educativas excepcionales impulsadas por un gobierno de alto desempeño

