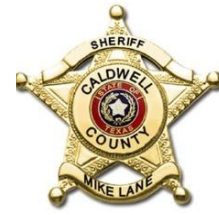




MIKE LANE, SHERIFF

1204 Reed Drive, Lockhart, Texas 78644
Phone No. 512-398-6777 | Fax No. 512-376-4376



Citizen Complaint Process

The mission of the Caldwell County Sheriff's Office is to serve the citizens and visitors of Caldwell County by providing professional law enforcement, detention, and court security that protects and preserves the Constitutional Rights of the people and mandates the fair and impartial enforcement of the law. The Caldwell County Sheriff's Office seeks to further its mission through training, transparency, and community education. The Caldwell County Sheriff's Office seeks partnership with the community. Together, we are stronger, and the possibilities are many. The Caldwell County Sheriff's Office is committed to the mission.

A citizen complaint and its subsequent investigation allow us to examine the services we provide to our community and make necessary changes.

The success of our policing strategies relies highly on the working partnership with the citizens of Caldwell County, TX.

If you have a complaint, you can fill out and sign the Citizen Report Form and turn it in at the Sheriff's Office located at 1204 Reed Drive, Lockhart, TX 78644. Complaints or Commendations are accepted 24/7 at the Sheriff's Office. For a complaint to be considered, it must be in writing and signed by the complainant per TX Government Code § 614.022. All other complaints will be investigated, but not to the extent of a signed written complaint.

Each complaint will be investigated, and appropriate follow-up action will be taken. You will be informed periodically of any updates and the results of the investigation.

If you have any questions or need assistance filling out the form, please call 512-359-4504 during normal business hours or 512-359-4521 after hours.

Thank you for taking the time to let us know how we can better serve our community.

**Mike Lane, Sheriff
Caldwell County Sheriff's Office
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Lockhart, TX 78644
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How does the Sheriff's Office receive complaints?

Citizens can call the Sheriff's Office, mail a letter or Citizen Report Form, or stop by the Sheriff's Office and speak to a supervisor. The form can be accessed online at www.co.caldwell.tx.us/page/Sheriff or our APP.

What does the Sheriff's Office do with the complaint?

The Internal Affairs Investigations (IA) Division will determine how the complaint will be processed or investigated in one of three ways:

- Thoroughly investigate the complaint.
- Refer the complaint for criminal investigation. Criminal conduct complaints are given to the Criminal Investigation Division, TX Department of Public Safety or local police agency.
- Decline the complaint. If it's determined the allegation is obviously false, frivolous, involves another agency, lacks standing or is without merit, the complaint will not be investigated further.

Complaints shall be handled in compliance with TX Government Code Sec. 614.022 and will not be accepted more than thirty (30) days after the alleged incident except:

- When the complaint involves a criminal act.
- When good cause exists for not making the complaint within the specified time limit.
- When otherwise authorized by the Sheriff.

Anonymous complaints will not be investigated unless at the Sheriff's direction.

How are complaints reviewed for completeness?

After a complaint has been investigated and reviewed, it's classified as one of these findings:

- *Sustained* – the Officer who is subject of the complaint was found to be in violation of Sheriff's Office policy and procedure.
- *Exonerated* – the incident occurred but was lawful and proper under the existing conditions.
- *Unfounded* – the facts of the investigation determined the complaint was false or there was no basis to the allegation.
- *Not-Sustained* – the Sheriff's Office is unable to verify the validity of the matter under investigation due to:
 - Lack of cooperation or unavailability of the complainant.
 - Departure of the Officer subject of complaint.
 - Other circumstances that prevent the Sheriff's Office from investigating.
 - Policy Failure – a policy flaw was responsible for the incident.

The Sheriff or his designee reviews all complaint investigation reports to ensure the results are complete and impartial. The Sheriff or his designee also determines what appropriate or corrective action should be taken based on the results of the investigation. Once the complaint file is closed, the reports are retained in the Chief Deputy's Office and kept confidential within the limits of the TX Open Records Act and applicable laws.

How are people involved notified?

The complainant is notified by letter or phone call of the results and findings of the investigation. The Officer involved and the Officer's supervisor will receive a copy of the letter sent to the complainant describing the results and findings of the investigation. The employee involved can appeal certain disciplinary action.

If you have any questions or recommendations on how the Caldwell County Sheriff's Office can improve services, please call 512-398-6777, by mail, or e-mail at citizenfeedback@co.caldwell.tx.us.



This memo is a summary of Sheriff's Office policies and general orders. It is not a complete account of the investigation, discipline, or appeal process. Complaints can be filed and processed on any Sheriff's Office employees' actions.

Updated 6/10/2026