

# TPWD Office of Internal Affairs

## Frequently Asked Questions (FAQs)

**1. I would like to file a complaint against an employee working at a state agency that is NOT the Texas Parks and Wildlife Department (TPWD). Can I still use the form provided and submit?**

The TPWD Office of Internal Affairs (IA) only investigates allegations against TPWD and TPWD employees. The form (PWD-185) provided is only for issues related to TPWD. Concerns regarding other state agencies should be submitted directly to that agency.

**2. How do I file a complaint against a TPWD employee?**

A person may file a complaint by calling the office of Internal Affairs at 512-389-4748 or by completing the Agency Complaint Form (PWD-185) and submitting by mail or email [complaints@tpwd.texas.gov](mailto:complaints@tpwd.texas.gov)

**3. Do I have to get my statement notarized?**

According to TPWD procedures and state statute, the complainant should submit a written and signed statement. Depending on the weight or seriousness of the allegation, an initial complaint may not have to be signed in order to be investigated. However, the need of a sworn (i.e. notarized) statement at a later date may be required.

**4. Is the complaint and/or information submitted kept anonymous?**

While Internal Affairs will (IA) take every measure possible to satisfy your request of anonymity, it cannot be guaranteed in most cases. In addition, IA records are subject to the Public Information Act. Investigative records are public and open to request but may only be obtained after an investigation has been completed and a finding rendered.

**5. How much time do I have to file a complaint?**

Complaints of minor policy infractions that are older than six months will be evaluated and tracked but, in most cases, will not warrant initiation of an investigation. Complaints of a criminal nature will parallel the statute of limitations set forth by state law. However, all criminal complaints received, regardless of time, will be tracked in the IA database.

**6. Are all complaints investigated by Internal Affairs?**

No, IA does not necessarily investigate all complaints. Many complaints are operational in nature and may be classified as informal. These can often be addressed without a full IA investigation. In these instances, IA directs the complaint to the appropriate division director for review and response. Examples of these complaints include discourteousness by an employee, poor customer service, driving concerns, damaged or dirty or unclean TPWD Facilities, etc.

IA will focus their time on complaints that are more egregious such as allegations of criminal misconduct, violations of agency policy, personnel issues, and misuse of agency resources.

**7. Do I need to talk to Internal Affairs?**

TPWD policies require all TPWD employees to cooperate with IA during administrative investigations. Complainants and witnesses that are not employed by TPWD cannot be compelled to speak to IA. However, this lack of cooperation may delay or impede an investigation.

**8. Can I get a copy of the investigation completed by IA?**

IA investigative records are subject to the Public Information Act. Once an investigation is complete, and a finding is rendered, the complainant may request a copy of the investigation through the [TPWD open records process](#).

**9. How long does the typical investigation last?**

The Office of Internal Affairs will make every effort to complete an investigation within 90 days of initiation; however, an investigation may exceed 90 days due to complexity or IA's active case load. In the event that an investigation exceeds 90 days, the complainant will be notified quarterly as to the status of the case.

**10. If I, the complainant, do not agree with the findings can I appeal?**

No. There is no appeal process. All completed IA findings are final. IA may consider new, substantial, and relevant information that is provided after a finding has been rendered and can then determine if a new investigation is warranted.