

# Compliments and Concerns



Strengthening Your Partnership  
with Your Police Department

**utmb**

Health  
Police Department

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## Our Commitment to You



The University of Texas Medical Branch (UTMB Health) Police Department is committed to the safety and well-being of the university community and all those who visit our facilities to learn, conduct research or seek care.

We have a diverse staff with diverse work styles, but we all share a common goal: to provide superior service through professional policing. By partnering with the community, our department can provide a safe and secure environment for students, faculty, staff, patients and visitors.

You can help us provide the highest quality service by letting us know when one of our employees has been especially helpful and by alerting us whenever you have a concern about our performance. And if you have a suggestion or questions about our work, feel free to let us know.



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## Commending Superior Service

We strive to earn your confidence by meeting your needs in an expert, professional manner. If you wish to commend the actions of any Police Department employee, Please Contact:

**University Police Department**  
Standards Commander  
301 University Boulevard  
Galveston, Texas, 77555-0101  
Phone: 409.772.1503  
email: [utmbcac@utmb.edu](mailto:utmbcac@utmb.edu)

- Speak with the employee's supervisor in person or over the telephone
- Write to the Chief of Police at the address on the back cover.



We will inform the employee of your commendation, and a record of it will be included in his or her permanent file.

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## Voicing a Concern

The trust of the community is key to any successful safety and security program. Our officers are subject to intense pressure while performing their duties. They must remain neutral in situations that can be stressful for everyone involved. We take allegations of misconduct or inadequate service very seriously. We will investigate allegations thoroughly and quickly in a process designed to resolve complaints in a fair, impartial manner.

If you have a concern about the actions of any Police Department employee, Please Contact:

**University Police Department**  
Standards Commander  
301 University Boulevard  
Galveston, Texas, 77555-0101  
Phone: 409.772.1503  
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## Asking Questions/Making Recommendations

A true partnership depends on open communication. If you have any question about the Police Department and its work, or if you have suggestions for improving security or our services, please call us at 409-772-1503 and ask for the patrol supervisor on duty.



Chief Thomas E. Engells  
301 University Blvd.  
Galveston, TX 77555-0101

**P: 409.772.1503**  
**F: 409.772.5691**  
[utmb.edu/police](http://utmb.edu/police)