



FORMAL COMPLAINTS INITIATED BY A CITIZEN



ADMINISTRATION

FORMAL COMPLAINTS INITIATED BY A CITIZEN

114 W. Higgins St.

Humble, TX 77338

281-446-3061

CitySecretary@humbletx.gov

Prepared: 11/2022; Updated: 02/2026

COMPLAINT ACCEPTANCE PROCEDURES

Our citizens have the right and expectation of receiving services in a fair, impartial, efficient and courteous manner. This policy is to routinely accept and investigate all formal complaints initiated by a citizen that pertain to employees of the City of Humble, Texas.

Formal complaints initiated by a citizen must be reduced in writing. Anyone who desires to initiate a formal complaint may do so in one of several ways. The preferred method is by personal appearance at the Office of the City Secretary who will supply the complainant with the proper form(s) and assist with proper instructions. The finished written complaint shall then be sent directly to the City Manager as well as the applicable department administrator who will investigate the matter thoroughly.

If it is not practical or possible to personally come to the City Secretary's Office, a second option is to file a complaint by mail, preferably on a form designed for this purpose.

ACCEPTANCE BY THE CITY SECRETARY DEPARTMENT

The City Secretary Department accepts formal complaints on behalf of the City of Humble, with the exception of complaints related to the Humble Police Department (*see Police Department Complaint Procedures below*). Complaints must be submitted in writing using the City's standard form enclosed in one of the following ways:

- In person or by mail: City of Humble, Attention: City Secretary Department, 114 W. Higgins St., Humble, TX 77338
- Email: CitySecretary@humbletx.gov

The City's regular business hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.; and, the City is closed on New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Day and the Day after Christmas. In the event a City approved holiday falls on a weekend, the preceding or following regular business day shall be observed.

For more information about filing a complaint, please contact the Office of the City Secretary at 281-446-3061 or CitySecretary@humbletx.gov.

POLICE DEPARTMENT COMPLAINT PROCEDURES

Anyone wishing to file a formal complaint with the Police Department (PD) must contact the department directly by either:

- Phone: 281-446-7127, or
- Completing the PD online form: <https://crimewatch.net/us/tx/harris/humble-pd/242792/webforms/contact-us>.

Important note: Complaints submitted using this form will not be accepted by the City or the Police Department. The Police Department follows its own established process and procedures for handling complaints.



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DETAILS OF COMPLAINT CONTINUED

Describe your complaint in detail. Include dates, times, locations, conversations with individuals and pictures. Attach pertinent documents such as contracts, receipts, correspondences, etc. Additional pages may be attached as required.

CITY USE ONLY

Date Received

Printed Name

Action Taken
