

SOUTHERN PINES POLICE DEPARTMENT

Guidelines for Commending an Employee or Registering a Complaint Against an Employee

Introduction

As a community oriented law enforcement agency, the Southern Pines Police Department strives to make your contact with the department professional and informative in every way. When you have been helped by a Southern Pines Police Officer or other employee, you can recommend that employee for a commendation. If you have had an experience with a Southern Pines Police Officer or other employee that causes a concern, we encourage you to bring your concern to us.

This public service brochure is designed to provide you with information about the process for commending a police department employee for work well done, or for registering a legitimate complaint against a police department employee.

Commending an Employee

When you want to say “thank you for a job well done” to a police officer or other employee, you can visit or call the department during regular business hours and ask to speak to the Office of the Chief of Police, the Operations Captain or any supervisor. You

may also write us a letter or send an email to PD@southernpines.net. When contacting us, please remember to include the name of the police officer or other employee, the date, time, location and circumstances of the incident. The incident will be investigated and the police officer or employee could receive an award or a Letter of Commendation through the Southern Pines Police Department’s recognition program.

Registering a Complaint

Many times, citizen complaints are based upon a misunderstanding of law or procedure and not member misconduct. However, we encourage you to inform us when you have an experience that is of a concern to you.

The Internal Affairs function of the Southern Pines Police Department is responsible for coordinating investigations related to allegations of police officer or employee misconduct. Our policy statement states: *The Southern Pines Police Department will accept and investigate fairly and impartially all complaints of employee misconduct to determine the validity of allegations and to impose any follow up actions that may be justified in a timely and consistent manner. All complaints, allegations of violations of written directives, laws, statutes and allegations of misconduct will be investigated.* The complaint will be investigated, and you will be notified when the investigation is concluded. During the investigation, you may be asked to

participate in an interview to determine the facts of the complaint.

The police department requests that you register complaints in person if possible. If you are not able to come to the department, you may call us during regular business hours and ask to speak to the on-duty supervisor or Operations Captain. The supervisor will acknowledge your complaint, record your concerns, and forward them to the Internal Affairs function or other command staff as appropriate for a complete investigation.

When registering a complaint against a department employee, it is important that you remember the name of the police officer or employee involved, the date, location, and approximate time, as well as the specific circumstances.

All information and evidence will be thoroughly reviewed to determine if the employee’s actions violated a law or departmental rule or procedure.

If it becomes necessary for you to register a complaint, you can be assured that it will be given a fair and thorough investigation.

The Southern Pines Police Department is proud to serve you. Your input is valuable to us, and we will continue to promote cooperation and Community Oriented Policing in the Town of Southern Pines.