

SOUTHERN PINES POLICE DEPARTMENT

MISSION STATEMENT

“The mission of the Southern Pines Police Department is to partner with the community to keep the peace and to protect citizens of Southern Pines, their guests, and their property. We enforce the ordinances and statutes ratified by our state and town council. We are here to serve.”

VISION STATEMENT

“We are a professional police service committed to the needs of our community. We effect change through personal interaction and a can-do attitude, forging partnerships with people we serve. We honor the Community by treating the public with fairness, honesty, and civility while providing the highest quality of service. We work as a team while recognizing the value of each member. We individually and organizationally nurture personal and professional growth in order to better serve the community.”

For More Information Contact:

**The Southern Pines Police Department
P.O. Box 330
Southern Pines, NC 28388-0330
(910) 692-7031**

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P.O. Box 330
Southern Pines, NC 28388**

SOUTHERN PINES POLICE DEPARTMENT Southern Pines, NC



**Guidelines for Commending
Employees and for
Registering Complaints
Against Employees**

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 a commendation for that person. 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 or the Captain. You may also write us a letter anytime. When contacting us try to remember to include the name of the police officer or other employee, the date, time, and location and the 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.

The Southern Pines Police Department is dedicated to serving the community by providing quality and professional law enforcement services.

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 command staff of the Southern Pines Police Department is responsible for coordinating investigations related to allegations of police officer or employee misconduct. 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. The supervisor will record your concerns and forward them to the Captain 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 circumstance.

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.