

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
450 W. Pennsylvania Avenue
Southern Pines, NC 28387
(910) 692-2732**

“The Southern Pines Police Department strives to ensure the integrity of their employees and transparency when ensuring that policies, procedures, laws, rules and regulations are followed by all members of the department. It is the goal of the SPPD to provide professional service to its citizens in an ethical, moral and legal manner with emphasis on mutual respect and adhering to a higher level or moral conduct personally and professionally.”

*Chief Nick Polidori
Southern Pines Police Chief*

For more information, visit our Website at:

www.southernpines.net/police



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, Deputy Chief 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.

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 me 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 the Captain of Administration. Your concerns will be recorded forward to those assigned to the Internal Affairs function 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.