

CITIZEN'S REPORT

PRINT YOUR NAME, ADDRESS & PHONE NUMBER		
PRINT THE DATE THIS FORM IS FILLED IN	PRINT THE DAY & DATE OF INCIDENT OR ACTION	TIME OF INCIDENT
WHERE DID THE INCIDENT OR ACTION TAKE PLACE?		
PRINT THE NAMES OF ANY WITNESSES, THEIR ADDRESSES AND TELEPHONE NUMBERS		
IF A PERSON WAS ARRESTED, PRINT THE NAME, ADDRESS AND PHONE NUMBER IF KNOWN		
IF A POLICE OFFICER WAS INVOLVED, PRINT THE NAME AND CAR NUMBER, IF AVAILABLE		
PRINT THE NATURE OF OPINION, COMPLAINT, SUGGESTION OR COMMENDATION & PROVIDE AS MUCH DETAIL AS POSSIBLE		
SIGNATURE		

Huntersville Police Department

9630 Julian Clark Avenue
Huntersville, NC 28078

Citizen Complaint Processing Procedures



The Huntersville Police Department
welcomes your:

- Complaints
- Constructive Criticism
- Suggestions
- Information

Honor, Professionalism, Dedication to Duty

Complaint Processing Procedures

The Huntersville Police Department accepts complaints from any source, whether made in person, by mail, over the telephone or internet. Every effort will be made to have the complainant personally appear, discuss the nature of the complaint in detail, and sign a complaint report form. In cases where the complainant cannot file the report in person, Department personnel may visit the individual at his or her home, place of business or other location to complete the report. Before a formal investigation is concluded, the complainant should give a formal signed statement, if possible. Anonymous complaints and complaints from citizens who wish their names to be held in confidence will be accepted for investigation as well. If the complainant refuses to sign the complaint, or makes the complaint by telephone and is unwilling to file a report, the complaint investigation will be handled in the same manner, as other complaints, and thoroughly investigated by a supervisor to the extent practical.

Citizen complaints are usually referred to the supervisor of the accused officer or employee. When the supervisor is not on duty, the complaint will be referred to the appropriate on-duty Division or Bureau Commander.

The supervisor receiving a complaint will complete a Personnel Complaint Form and ask the complainant to sign the complaint. The information will be forwarded to the Chief of Police by the next business day.

When applicable, the receiving supervisor may attempt to resolve a complaint during the initial contact with the complainant, or may delegate such action to the immediate supervisor.

The Supervisor will provide the complainant, when feasible, a copy of the Personnel Complaint Form as written verification of receipt of the complaint, and a description of the department's complaint processing procedures.

Upon review of the Chief of Police, complaints will be assigned for appropriate investigation as warranted.

Upon completion of the investigation of a citizen complaint, the Chief of Police will review the findings and make a final determination as to whether a violation of Department policies, rules, or procedures were established according to the available evidence. Any administrative or disciplinary action taken against a Department member will be kept confidential as required by law, ordinance, or the personnel policies of the Town of Huntersville.

Administrative investigations are to be completed within thirty (30) calendar days following the initial assignment. Extensions to the 30-day time limit may be granted by the Chief of Police when additional investigative time is required due to the complexity or nature of the investigation. Such extension requests are to be reduced to writing and forwarded to the Chief of Police for approval.

Supervisory investigations should be completed within ten (10) days of assignment. Extensions may be granted by the Chief of Police if necessary.

The Chief of Police will notify the complainant of the findings of the investigation when feasible. The specifics and manner of such notification will be at the discretion of the Chief of Police subject to prevailing law and Town policies governing the release of public information.

Investigation Findings

Unfounded – When the investigation discloses that the alleged act(s) did not occur or did not involve Department personnel.

Exonerated– When the investigation discloses that the alleged act(s) did occur, but that the act was justified, lawful and/or proper.

Not Sustained – When the investigation discloses that there is insufficient evidence to sustain the complaint or fully exonerate the employee.

Sustained – When the investigation discloses sufficient evidence to establish that the act occurred and that it constituted misconduct.

No Finding/Incomplete – The investigation was terminated because the complainant dropped the complaint, failed to cooperate, becomes unavailable after diligent follow up investigation, or the employee resigns prior to the completion of the investigation.