



City of Clinton

POLICE DEPARTMENT

P.O. Box 986, Clinton, NC 28329; Phone (910) 592-3105; Fax (910) 592-2421

Clinton Police Department's Policy on Citizen Compliments/Complaints

The Clinton Police Department is made up of professional men and women dedicated to the service of citizens in our community. The Department has an excellent service record and hopes that your contact with our employees is positive. If you have a compliment for commendable service, we would like to hear about it.

It is the policy of the Clinton Police Department to establish an internal investigation policy to address citizen complaints, which provides a comprehensive and fair process for the community and the employee. The Department will vigorously and thoroughly investigate all complaints against its employees in accordance with established policies and procedures, as well as state and federal laws and regulations.

Any person, regardless of age, sex, or nationality who witnesses or has direct knowledge of police misconduct may file a complaint. Complaints should be made when a person is a witness or are subject to behavior by any employee, which is contrary to Police Department/City of Clinton policy, in violation of state or federal law, or involves the use of excessive force.

Citizen complaint investigations are the responsibility of the Internal Affairs section of the Clinton Police. In most cases, the supervisor of the employee would conduct the investigation and report the incident to the Chief of Police. In more serious cases, the investigation will be conducted by the Internal Affairs section.

Citizens making complaints will receive written notification of the acceptance of the complaint. Anonymous complaints will be accepted. At the conclusion of the investigation, the citizen complainant will be notified of a disposition that will fall into one of the following categories:

- ✦ **Sustained-** The employee committed all or part of the alleged act.
- ✦ **Not Sustained-**The investigation produced information insufficient to prove or disprove the allegation.
- ✦ **Exonerated-** The employee committed all or part of the alleged act; however, the act was justified lawful and proper.
- ✦ **Unfounded-** The employee did not commit the alleged act.

If a complaint is sustained, disciplinary action is taken which consists of one or more of the following progressive measures:

- ✦ **Counseling-** A written form of discipline to assist in problem solving which may be preventative or corrective in nature.
- ✦ **Training-** Remedial training to correct or improve performance.
- ✦ **Reprimand-** A written form of discipline used in cases where an offense has been committed which requires a more serious disciplinary action than a counseling notice.
- ✦ **Suspension-** The employee is suspended from duty without pay.
- ✦ **Demotion-** The employee is reduced in rank and pay.
- ✦ **Termination-** The employee is discharged from his duties as a Clinton Police Officer.

Disciplinary action of an employee is not subject to public disclosure without a court order due to State and Federal personnel laws.

Complaints or Compliments can be made by contacting the Internal Affairs Section Monday-Friday from 8 am to 5 pm:

Captain Jay Tilley 910-592-3105 extension 3029
jtilley@cityofclintonnc.us

Lt. Chris Oates 910-592-3105 extension 3045
coates@cityofclintonnc.us

Or

Duty Supervisor 910-592-1151 (Available 24 hours a day)