



Carrboro Police Department Complaint Process

The Carrboro Police Department acknowledges its responsibility to the citizens of the Town of Carrboro by ensuring that there is a clear process to receive and investigate complaints. We will evaluate each complaint carefully through proper investigation and take any and all necessary action. The Carrboro Police Department's **Complaint Review Process** is set-up so that *any* person may file a complaint through the procedure listed below.

TO FILE A COMPLAINT:

1. Fill out the **Complaint Form completely.**
2. You may mail the completed form or deliver it in person to:
Carrboro Police Department
100 North Greensboro St., Carrboro, NC 27510
3. You may email the form to the Chief of Police at catack@townofcarrboro.org
4. You may fax the form to 919-942-4473 attention Chief of Police.

COMPLAINT REVIEW PROCESS

1. Once received, complaints are investigated by the employee's direct supervisor or the Chief of Police's designee, depending on the gravity and complexity of the alleged violation.
2. Once the investigation is completed and forwarded to the Chief of Police, it will be reviewed and a final determination of the action to be taken will be made. Any disciplinary action taken against a member of the Department will be kept confidential as required by state personnel law as listed in **North Carolina General Statute § 132-1.4.**

Police Officers are public employees and the personnel information that can be released concerning them is regulated by **NCGS § 132-1.4.** The complainant will be notified of the disposition of the investigation. The results of all complaints are called findings, which fall into six classifications:

- Ø **Sustained:** Facts exist which prove specific allegations or other wrongdoing discovered during the investigation.
- Ø **Not Sustained:** Insufficient facts exist to substantiate any wrongdoing or to refute the allegations.
- Ø **Unfounded:** Either the allegation is demonstrably false or there is no credible evidence to support it.
- Ø **Proper Conduct:** The actions of the Department or officers involved were not inconsistent with procedures.
- Ø **Policy Failure:** The investigation indicates a need to modify or expand training, or a need to change policies and procedures.
- Ø **Other:** Any disposition not indicated above.



Carrboro Police Department Complaint Form

Report Number: _____

Complainant's Name: _____

Address: _____

City: _____

Phone: (Home) _____ (Work) _____ (Other) _____

Sex: Male Female Date of Birth: _____

Date of Incident: _____ Time (Specify AM or PM): _____

Location of Incident: _____

Employee(s) / Officer(s) Involved:

1. _____ Description: _____

2. _____ Description: _____

3. _____ Description: _____

Witnesses:

1. Name: _____ Address: _____ Phone: _____

2. Name: _____ Address: _____ Phone: _____

3. Name: _____ Address: _____ Phone: _____

Summary of Incident:

The above information is complete and true to the best of my knowledge:

Signature of Complainant: _____ Date: _____

Continuation:

A large, empty rectangular box with a thin black border, intended for providing a continuation of information.

The above information is complete and true to the best of my knowledge:

Signature of Complainant: _____ Date: _____