

Complaints (Continued)

Depending on the nature of the complaint the investigation may be conducted by the Internal Affairs Unit or may be forwarded to the appropriate Division Commander for investigation. The investigator will interview the concerned parties and witnesses. If a complaint is sustained, discipline or corrective action will be taken as deemed appropriate by the Chief of Police. If requested, the person registering the complaint will be notified when the investigation has been completed. Details of disciplinary action will not be provided.



Cramerton Police Department Mission Statement

The Department's motto, "To Protect and To Serve; A Community Commitment", states the essential mission of the Cramerton Police Department. The Department protects the rights of all persons within its' jurisdiction to be free from criminal attack, to be secure in their possessions and to live in peace. The Department serves the people of Cramerton by performing law enforcement functions in a professional manner, and it is to the people of the Town that the Department is ultimately responsible.



C r a m e r t o n P o l i c e D e p a r t m e n t

Cramerton Police Department
155 North Main Street
Cramerton, NC 28032

Emergencies: 911
Non-Emergency: 704.866.3300
Administrative Offices: 704.824.7964
Fax: 704.824.0134
www.cramertonpd.org



Commending or Complaining on an Officer

Cramerton Police Department
Investigative Division
Internal Affairs Unit
155 North Main Street
Cramerton, NC 28032

Office: 704.824.7964

Fax: 704.824.0134

Commendation and Complaint Procedures

Each officer of the Cramerton Police Department takes their responsibility as a law enforcement officer very seriously and in turn is expected to treat the public with the utmost amount of respect possible. Understanding that each and every encounter with law enforcement is perceived differently by different people there will be times when the public may feel that they need to take issue with an officer's actions.



As part of the Department's process of continual improvement, the Chief of Police has outlined specific procedures for members of the public to commend an officer's actions or bring forth concerns regarding officers' actions.

Whether you wish to commend an officer of the Department, or if you believe an officer of the Department has acted improperly, you can register your commendation or complaint in any of the following ways:

Immediate Supervisor

If you feel that the commendation or complaint should be heard immediately by Department Supervisory Staff you may call the police communications center at 704.866.3300 and request a supervisor with the Cramerton Police Department call you at a telephone number that you will have to provide the telecommunicator. If you feel that the commendation or complaint can wait until regular business hours, you may register your commendation or complaint by:

Telephone

You can telephone the Department's Internal Affairs Unit (Monday - Friday from 9:00 am until 5:00 pm) by calling 704.824.7964. An investigator will speak with you concerning your commendation or concern.

Standard Mail

You can document your commendation or complaint in writing and mailing the document via US Mail addressed to: Cramerton Police Department, ATTN: Internal Affairs, 155 North Main Street, Cramerton, NC 28032.

In Person

You can make your commendation or complaint in person by visiting the Cramerton Police Department, 155 North Main Street, Cramerton, NC 28032. An appointment with Internal Affairs may be made by calling 704.824.7964

Electronic Mail

You can document your commendation or complaint in writing and e-mail the document to:

administration@cramertonpd.org.

When registering a commendation or complaint by US Mail or by e-mail, you are encouraged to include your name, mailing address, and/or telephone number so that you can be contacted in the event additional information is needed.

Commendations

There is no greater form of recognition a law enforcement officer can receive than a compliment from those that they have assisted. A few words of thanks from a citizen means a great deal. In cases where



written appreciation from a citizen is submitted; the officer, his supervisor, and the Chief of Police are

made aware of the outstanding performance. A copy of the documentation is placed in the officer's personnel file.

Complaints

Complaints will be promptly and thoroughly investigated. In most cases, the investigation of a complaint against Department personnel will be completed within 45 days.