

## KANNAPOLIS POLICE DEPARTMENT



# COMPLAINT PROCESSING PROCEDURES

---

Citizen complaints received by the Kannapolis Police Department are processed in accordance with the following procedures:

1. Complaints may be made in person, by telephone, or in writing. Anonymous complaints will be accepted for investigation to the extent feasible.
2. Citizen complaints are normally referred to the supervisor of the accused officer or employee. When the supervisor is not on duty, the complaint is referred to the appropriate on-duty Division or Bureau Commander.
3. The supervisor receiving a complaint will complete a Complaint Report and ask the complainant to sign the complaint. The information will be forwarded to the Chief of Police by the next business day.
  - (a) 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 of the accused member.
  - (b) The supervisor will provide to the complainant, when feasible, a copy of the Complaint Report as written verification of receipt of the complaint, and a description of the department's complaint processing procedures.
4. Upon review by the Chief of Police, complaints will be assigned for appropriate investigation as warranted.
5. 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 City of Kannapolis
6. 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 City policies governing the release of public information.

*Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the **City of Kannapolis**, should contact the office of **Tina H. Cline, Human Resource Director**, by phone at 704-920-4302 or by email at [tcline@kannapolisnc.gov](mailto:tcline@kannapolisnc.gov) as soon as possible but no later than 48 hours before the scheduled event.*