

## Policy Failure

This means that the allegation is true, but the action taken was consistent with the department's policy. However, the policy established by the department required revision.

This means the allegation is true. The action

## Improper Conduct

taken by the employee was improper and not consistent with department policy.

## Unfounded Complaint

This means that the allegation is false or there is no credible evidence to support it.

## Insufficient Evidence

This means that there was not enough evidence available to either support the allegation or refute it.

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After the investigation is complete, the Chief of Police will tell the complainant of the investigative finding. However, state law prohibits the Chief of Police from disclosing to complainant or the public of any administrative or disciplinary action taken.

In all cases, the officer is notified of the disposition of the case.



### Wilson Police Department Phone Listing

Main Switchboard	399-2323
Field Operations Major	399-2336
Professional Standards Captain	399-2321
Professional Standards Sergeant	399-2342
Professional Standards Sergeant	234-7567



# Citizen Complaint Procedure

## Wilson Police Department



## Courtesy Service Protection

An Accredited Agency

## Internal Affairs

In order for a good relationship to exist between the police and the citizens of Wilson, there must be confidence and trust. These elements are essential to the effectiveness of the agency.

To ensure the existence of that trust, the internal affairs unit is established to conduct impartial investigations of serious complaints. The Internal Affairs unit reports directly to the Chief of Police on these matters.

The system of complaint and disciplinary procedures will discipline employees when they act improperly.

This system also protects employees from unwarranted criticism when they are properly discharging the duties.

Police officers must be free to exercise their best judgment and to initiate action in a reasonable, lawful, impartial manner without fear of reprisal.

## How to register a complaint

Complaints that allege misconduct by a member of the department or violations of its policies and procedures are documented. They are investigated to the fullest extent possible.



Complaints can be made in person, by telephone, or in writing. Anonymous complaints, or complaints from citizens who wish that their names not be used, are accepted and investigated.

Any member of the Wilson Police Department can take a complaint. Members of the department that receive a complaint will generally direct the person to the proper division commander or the on-duty team supervisor. However, any member can take and record the complaint.

## Complaint Investigation Procedure

All complaints against members of the Wilson Police Department are investigated.

Allegations of minor complaints that do not warrant an internal investigation are assigned to the division commander or a supervisor for investigation and necessary action.

Complaints made against a member of the department that alleges misconduct that could result in discharge, demotion, or criminal charges are assigned to the Internal Affairs Unit for an internal investigation.

Internal investigations are completed within 30 days of assignment. Extensions are granted by the Internal Affairs Captain when circumstances necessitate.

At the end of the investigation, it is the responsibility of the a Major to make a final ruling and administer disciplinary action. The ruling will be one of the following:

## Proper Conduct

This means the allegation is true. However, the action taken by the police was legal, and within departmental policy.