



CITY OF MONROE

POLICE DEPARTMENT

450 W. Crowell St. Monroe, NC 28112
Phone: 704-282-4700 Fax: 704-283-0692

Complaint Procedures



- Complaints, regardless of the nature, may be made in person, by mail, by email, by Monroe Police Department web page, or by phone at any time.
- When filing a complaint in person or by phone, a citizen complainant should ask to speak to the supervisor on duty. If the supervisor is not available, any officer can accept the complaint excluding the officer that is being complained on. The Citizen Complaint Form #029 should be completed by the complainant or receiving officer/supervisor.
- A citizen complainant can also file a complaint via Monroe Police Department web page at www.monroenc.org using the Public Compliment or Complaint Form or by writing a letter or submitting an email.
- If a person is unable to write, he/she should advise the officer taking the report. If the complainant wishes to file a verbal complaint, the officer taking the report must fill out the complaint form.
- If the complainant wants to remain anonymous, he/she should advise the officer taking the report.
- When submitting a complaint, as much detail as possible should be given so the complaint can be handled correctly and without delay. Incomplete forms with too little detail can delay the investigative process.
- The complaint will be forwarded to the appropriate Division Captain for follow-up.
- The Division Captain will assign the citizen complaint to the appropriate supervisor for investigation into the allegations of the complaint. A copy of the citizen complaint will also be forwarded to the Chief of Police.
- The investigating officer will keep the complainant informed of the status of the investigation.
- After the citizen complaint has been investigated, the report will be forwarded to the Division Captain for review.
- Once the investigation has been completed, the complainant will be notified in writing that the complaint has been thoroughly investigated and appropriate action taken.
- A copy of the citizen complaint investigative report will be placed in the officer's personnel file.