

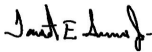
NEW BERN POLICE DEPARTMENT COMPLAINT AND COMMENDATION INFORMATION

The New Bern Police Department strives to make your contact with the department professional and informative in every way. Information provided by you helps the department deliver the best possible police service to the citizens of New Bern.

Our policy is to acknowledge commendations and investigate any complaints we receive; that includes information received from people directly involved in an incident, witnesses, friends, relatives of those involved, and from community groups. If you have a comment or complaint, you may report it to us in person, by letter or by telephone. You need not give us your name, although we encourage you to do so because we may need to talk to you to obtain additional information about the incident.

The New Bern Police Department is proud to serve you. Your input is valuable in order to help us to continue to promote professional police service.

Sincerely,



Toussaint E. Summers, Jr.

COMMENDATIONS

COMMENDING A NEW BERN POLICE DEPARTMENT MEMBER

We encourage you to inform us when you have had a satisfying experience with the New Bern Police Department or any of its employees.

Commendations are in order when you have experienced service from our department that you feel is worthy of a commendation or when you want to let our members know that what they did was appreciated. You may contact the Office of the Chief at (252) 672-4190, email to summerst@newbernnc.gov or you may send a letter. Please include all the details you can remember such as the member's name, the date, the time, and the circumstances of the incident.

HANDLING COMMENDATIONS

Once the department receives a commendation regarding a member, a letter of acknowledgement and thanks will be sent to you by the Office of the Chief. A copy of your commendation and the Chief's letter is given to the member and placed in the member's personnel file. In addition, the member is recognized in the department's monthly report.

COMPLAINTS

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FILING A COMPLAINT

We encourage you to inform us when you have had a less than satisfying experience with the New Bern Police Department.

You should immediately bring your complaint to the attention of the Department by either requesting a supervisor at the scene of the incident or by calling the police non-emergency telephone number at (252) 633-2020. A supervisor will be notified of the complaint and you will be contacted as soon as possible.

During regular business hours, complaints may also be directed to the Office of the Chief at (252) 672-4190. Include all details you remember, such as the member's name, the date, the time, and the circumstances of the incident.

INVESTIGATION OF COMPLAINTS

Once the complaint is received, you will receive a letter from the Office of the Chief, acknowledging receipt of the complaint and confirming that the complaint is being investigated.

The Internal Affairs function is responsible for coordinating investigations related to alleged misconduct.

During the investigation, you may be asked to participate in an interview to determine the facts of the complaint. Where appropriate, physical evidence will be examined and photographs taken, if needed. If the complaint is valid, appropriate action will be taken. North Carolina General Statutes 160(A)-168, prohibits the department from releasing information relating to the outcome of the investigation involving personnel matters.

NOTE:

To fill out a complaint form, please come by the New Bern Police Department at 601 George Street, New Bern, NC or ask to speak directly with a supervisor.