

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.

Patrick L. Gallagher, Chief of Police

COMMENDATIONS

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COMMENDING A NEW BERN POLICE DEPARTMENT MEMBER

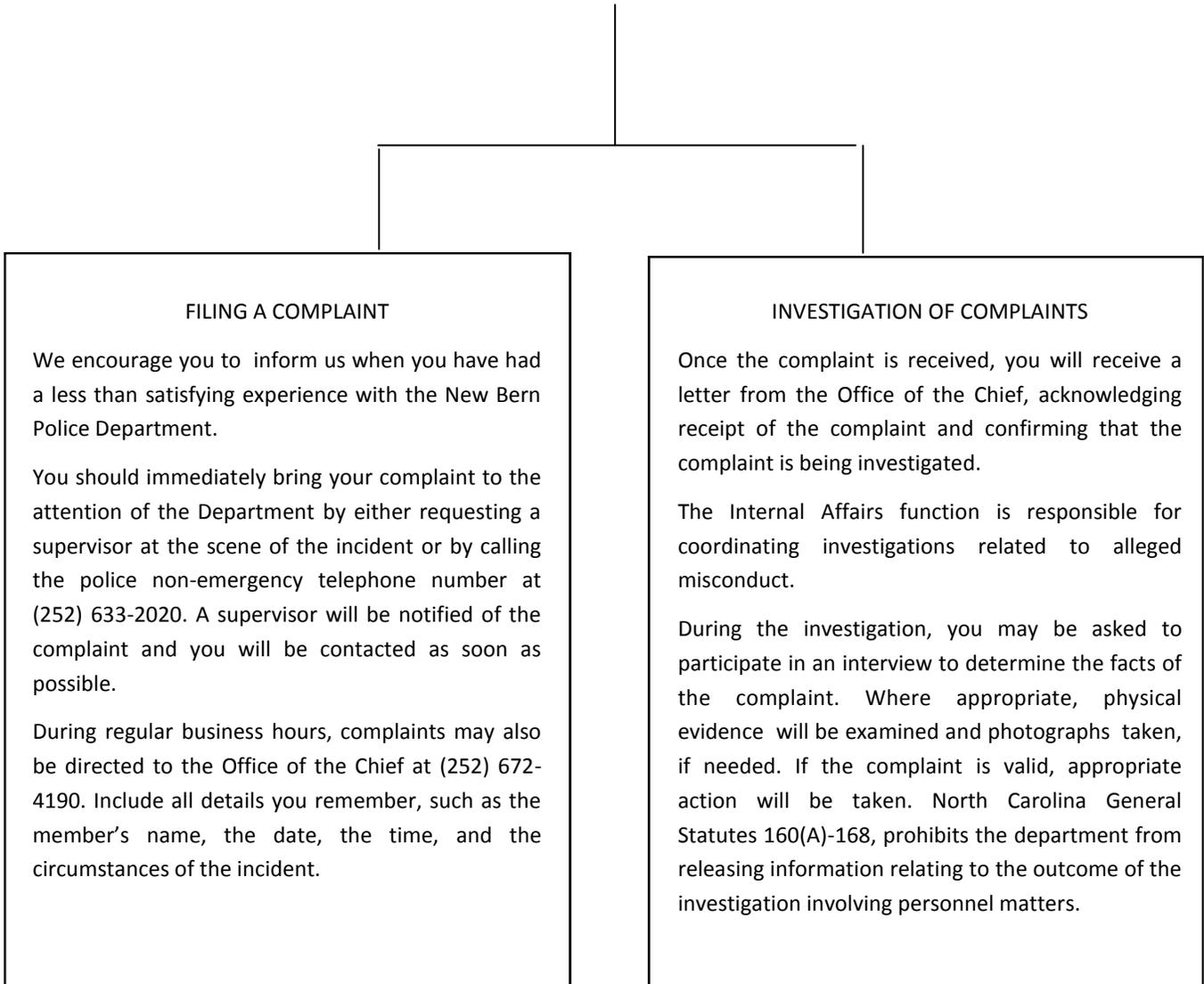
We encourage you to inform us when you have had a satisfying experience with the New Bern Police Department or any of its employees.

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 gallagherp@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



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.