



Monroe Police Department

218 E Franklin St
Monroe, NC 28111-0069
Phone: (704) 282-4700
FAX: (704) 283-0692



PROCEDURES FOR FILING A COMPLAINT

- 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 except the officer that is being complained on.
- If filing a complaint in person or by phone, the Citizen Complaint Form #29 should be completed. 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 Patrol Captain for follow-up.
- The Patrol 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 Patrol 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.