



Complaint Processing Procedures



The Kings Mountain Police Department accepts complaints from any source, whether made in person, by mail, over the telephone or internet. Complaints can be filed through the following methods:

In Person— At the Police Department ask to speak with the Office of Professional Standards Sergeant or any on-duty supervisor.

By Phone— Call the Kings Mountain Police Department at (704) 734-0444 and ask to speak with the Office of Professional Standards Sergeant or any on-duty supervisor.

By Mail— Mail a written statement to:

Kings Mountain Police Department
Office of Professional Standards
P.O. Box 7
Kings Mountain NC, 28086

By Email— Email your information to kmpdops@cityofkm.com

- Anonymous complaints and complaints from citizens who wish their names to be held in confidence will be accepted for investigation as well. All complaints will be thoroughly investigated by the Kings Mountain Police Department's Office of Professional Standards to the extent practical.
- Citizen complaints can be taken by any supervisor within the police department's ranks.
- A supervisor receiving the complaint will complete a Personnel Complaint form and ask the complainant to sign the form.
- When applicable, the receiving supervisor may attempt to resolve a complaint during the initial contact with the complainant but all completed complaint forms will be forwarded to the Office of Professional Standards for intake review and evaluation.
- Upon completion of a review, all complaints will be given one of two designations (Supervisory investigation, or Administrative Investigation).
- Once designation of the complaint has been completed, the specific Bureau Commander for the appropriate determined investigation will conduct/or direct further inquiry into the complaint as warranted.
- All administrative designated investigations will be investigated by an higher ranking officer of the Office of Professional Standards.
- Upon completion of the investigation of a citizen complaint, the Chief of Police, or his designee, will review the findings and make a final determination as to whether a violation of Department policies, rules or procedures were established according to the available evidence. Any administrative or disciplinary action taken against a Department member will be kept confidential as required by law, ordinance, or the personnel policies of the City of Kings Mountain
- **Administrative Investigations** are to be completed within thirty (30) calendar days following the initial assignment. Extensions to the 30-day time limit may be granted by the Chief of Police when additional investigative time is required due to the complexity or nature of the investigation.
- **Supervisory investigations** should be completed within ten (10) days of assignment. Extensions may be granted by the Chief of Police if necessary.
- Complainant will be notified of the findings of the investigation when feasible. The specifics and manner of such notification will be at the discretion of the Chief of Police subject to prevailing law and City policies governing the release of public information.
- Malicious or deliberately made false accusations made against members or employees will result in criminal prosecution against the offending party and will be subject to civil litigation by the accused.