

## SPD MISSION STATEMENT

The Shelby Police Department will support and defend a safe environment for all citizens by demonstrating passion and compassion for the common good. We will exercise fairness, integrity, and ethical behavior that will result in collaborative communities who trust and respect individual needs and differences. This will be accomplished through effective communications and teamwork while striving to meet outcomes identified in the continuous improvement plan. We will assume our roles and responsibilities in a professional manner that best serves the community of Shelby.

## CORE VALUES

Honesty  
Teamwork  
Integrity  
Professionalism  
Respect



The Shelby Police Department is a  
CALEA Accredited Law Enforcement Agency



*Protect with Courage, Serve with  
Compassion*

### **Shelby Police Department**

130 West Warren Street  
Shelby, North Carolina 28150  
Phone (704) 484-6845

05/2019

## *HOW TO FILE A COMMENDATION OR COMPLAINT*

SHELBY POLICE  
DEPARTMENT AND 9-1-1  
COMMUNICATIONS  
CENTER



*JEFFREY H. LEDFORD*  
CHIEF OF POLICE

# SHELBY POLICE DEPARTMENT

## GUIDELINES FOR COMMENDING AN EMPLOYEE OR REGISTERING A COMPLAINT AGAINST AN EMPLOYEE

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As a community-oriented law enforcement agency, the Shelby Police Department strives to make your contact with the Police Department professional and informative in every way. When a Shelby Police Officer, Telecommunicator, or other department employee has helped you, you can recommend a commendation for that person. If you have had an unprofessional or otherwise unpleasant experience with an agency employee, you may register a complaint with the Department.

This public service brochure is designed to provide you with information about the process for commending a Police Department employee for a job well done, or for registering a legitimate complaint against a Police Department employee because of misconduct or other unprofessional conduct.

More Information Can Be Found  
by Visiting

[www.cityofshelby.com](http://www.cityofshelby.com)



## COMMENDING SUPERIOR PERFORMANCE

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If you wish to commend the actions of any Shelby Police Department employee, you can contact the Shelby Police Department and let us know about your experience (*see contact information*).

When commending an employee, try to remember the name of the employee and the circumstances of how you were helped. Commendations received will result in the employee being notified of your gratitude and will be recorded in the employee's personnel file. In addition, annually our awards committee reviews all reports of outstanding performance and an appropriate award may follow.

## CITIZEN COMPLAINT PROCEDURE

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We encourage you to inform us when you have had an unprofessional contact with an employee of our agency.

The Chief of Police is responsible for coordinating investigations relating to employee misconduct. Persons with first hand knowledge of an improper incident should register complaints in-person, if possible, so that the proper forms can be completed and a statement can be taken to determine the facts of the complaint. The complaint will be thoroughly investigated, and you will be kept informed of the status of the investigation.

When registering a complaint against a Department employee, it is important that you remember the name of the employee involved, the date and approximate time of the incident, the names and addresses of any witnesses, and the specific circumstances of the incident.

All information gathered will be thoroughly reviewed to determine if the employee's actions were in violation of any laws and/or Departmental policies. If misconduct by an employee is found, the Department will take appropriate action.

The Shelby Police Department is proud to serve you. Your input is valuable to us and we will continue to promote cooperation and build community partnerships in the City of Shelby.

If it becomes necessary for you to register a complaint, you can be assured that it will be given a fair and thorough investigation. A complaint can be made anonymously.

## CONTACT INFORMATION

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You can file a commendation or complaint through the following methods:

In-Person—You can come to police headquarters and ask to speak with an on-duty supervisor at any time.

By Phone—You can call the Shelby Police Department at (704) 484-6845 and ask to speak with an on-duty supervisor at any time.

By Mail—You can mail a written statement to:

Shelby Police Department  
Office of Professional Standards  
130 West Warren Street  
Shelby, NC 28150

By Email—You can email your information to us at [police@cityofshelby.com](mailto:police@cityofshelby.com)