



Elon University Police Department

Registering a Complaint

This flyer is presented as a service to the public as well as the members of the Elon University community. It is intended to be a guide for registering complaints with this agency. We hope you find it helpful and informative.

**Elon University
Police Department**

**416 North Williamson Ave
Elon, NC 27244**

(336) 278-5555

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Follow these guidelines to register a complaint:

-Complaints may be made in person or in writing.

-A complaint packet may be obtained from our website:

<http://www.elon.edu/e-web/bft/safety/> or by picking one up in person at our office.

-Once complete, please turn in all paperwork to the Elon University Police Department or email them to ddotson@elon.edu

-A representative of the Elon University Police Dept. will contact you for further information that may be necessary to complete the investigation of your complaint.

-If you have a complaint about a parking ticket or parking regulations, please call (336)278-5555 or visit our website at http://www.elon.edu/e-web/bft/safety/p_appeal.xhtml for an appeals form.

Complaint Processing Procedures

- 1) Citizen complaints which may involve **routine disciplinary action** are normally referred to the accused employee's Supervisor for investigation.
- 2) Citizen complaints which **allege criminal violations or other substantial violations** shall be referred to the Chief of Police, or the Chief's designee, for assignment to investigate the complaint.
- 3) The Supervisor receiving the complaint shall document the complaint in writing on the Departmental Complaint Report and promptly forward it to the Chief of Police or the Chief's designee.
 - a) When applicable, the Supervisor receiving the complaint may attempt to resolve a complaint during the initial contact with the complainant or may delegate such action to the Supervisor of the person involved.
 - b) The Supervisor receiving the complaint will provide the complainant written notification of receiving the complaint and a description of the Departmental complaint process.
- 4) Upon Review by the Chief of Police or the Chief's designee, complaints will be assigned for investigation as necessary.
- 5) Upon completion of the investigation of a citizen complaint, the Chief of Police or the Chief's designee will review the findings and make a final determination as to the validity of the complaint. Any disciplinary action taken against a member of the Department will be kept confidential as required by State and personnel law.
- 6) The Chief of Police, or the Chief's designee, will be responsible for notifying the complainant regarding the findings. The specifics of such notification will be left to the discretion of the Chief of Police and are subject to provisions of the Personnel Privacy Act.



ELON UNIVERSITY POLICE DEPARTMENT

Complaint Processing Procedures

Complaints received by the Elon University Campus Police Department are processed in the following manner:

- 1) Complaints may be made in person or in writing.
- 2) Citizen complaints which may involve **routine disciplinary action** are normally referred to the accused employee's Supervisor for investigation.
- 3) Citizen complaints which **allege criminal violations or other substantial violations** shall be referred to the Chief of Police, or the Chief's designee, for assignment to investigate the complaint.
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 - a) When applicable, the Supervisor receiving the complaint may attempt to resolve a complaint during the initial contact with the complainant or may delegate such action to the Supervisor of the person involved.
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COMPLAINT FORM

Name: _____ Date of Birth: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: (____) _____ - _____ Email: _____

Complaint:

I hereby certify that any statement(s) that I make either written or verbal in regards to this complaint are true and complete to the best of my knowledge.

Signature

Date

Witness

Date

