

Directory

To report **non-emergency** incidents, call the Greenville Police Department at **(252) 329-4315**.

Frequently Called Numbers:

Communications	252-329-4302
Records	252-329-4329
Field Operations	252-329-4334
Criminal Investigations	252-329-4348
Personnel & Recruiting	252-329-4702
Code Enforcement	252-329-4455
Accreditation	252-329-4335
Internal Affairs	252-329-4372
Crime Analysis	252-329-4103
Crime Prevention	252-329-4372
False Alarm Coordinator	252-329-4897
PAL Coordinator	252-329-4384
Victim's Advocate	252-329-4181
Administrative Services	252-329-4610
Chief of Police	252-329-4338

Visit Our Website

www.greenvillenc.gov

**For Life Threatening and
In-Progress Emergencies
Always Call **911****



500 South Greene Street
Greenville, NC 27835

Phone: (252) 329-4317
www.greenvillenc.gov

Greenville Police Department

Community-Oriented
Law Enforcement

Citizen's Guide To



- ❖ Commending Employees
- ❖ Inquiring About Policies
- ❖ Filing Complaints

Mission Statement

The Greenville Police Department exists to enhance public safety and quality of life, in partnership with ALL people in OUR community, by preventing crime with honor and integrity.

As a community-oriented law enforcement agency, the Greenville Police Department strives to make your contact with the department professional and informative in every way. In order to be responsive to the needs of our community we encourage input from our citizens.

The Greenville Police Department takes citizen compliments, questions and concerns seriously. Your constructive comments about our service will help us achieve our goal of providing the highest quality of service possible.

We have developed this brochure to provide information on how a citizen can do the following:

- ❖ Commend an Employee
- ❖ Inquire about our policies
- ❖ Register a complaint

Commending an Employee

When you want to say thank you for our services or commend an employee for outstanding performance of their duties, you can visit the department during regular business hours and ask to speak to the Office of the Chief of Police. You can also write a letter or send an email to haden@greenvillenc.gov. When saying thanks, try to remember the name of the employee or officer; along with circumstances of your encounter with the employee. The incident will be reviewed and the employee could receive a Letter of Commendation or an award through the Greenville Police Department's Awards Program.

Inquiring about Policies

You may at anytime inquire into the policies and procedures of the Greenville Police Department. The policies and procedures are in writing, on record and maintained by the Accreditation Manager. The Greenville Police Department Policy and Procedure manual is available online at www.greenvillenc.gov. Whether you would like to file a formal complaint or you would like information on how an incident was handled you may inquire on the policies and procedures of the Greenville Police Department.

Registering a Complaint

We encourage you to inform us when you have had an unprofessional experience resulting from improper officer conduct or employee misconduct.

The Internal Affairs Unit of the Office of the Chief of Police is responsible for coordinating investigations related to police officer or employee misconduct. When you register a concern or complaint with the Department, you will get a written response to acknowledge the receipt of your complaint. The complaint will be investigated within thirty days and you will be notified when the investigations is concluded. During the investigation you may be asked to participate in an interview to determine the facts of the complaint.

The police department requests that you register complaints in person whenever possible. If you are not able to file a complaint in person you may call the Internal Affairs Unit at (252) 329-4372.

You may also call (252)329-4317 and ask to speak to an On-Duty Supervisor. The supervisor will record your concerns and forward them as necessary to the Internal Affairs Unit. Likewise, you may email your concerns to jcurry@greenvillenc.gov.

When registering a complaint against a department employee, it is helpful if you remember the name of the officer or employee involved; however, this is not always necessary. The date and approximate time of the incident, the specific circumstances of the incident, and other pertinent information should be provided. All information and evidence is thoroughly reviewed to determine if the employee's actions violated a law or departmental rule or procedure.

