

# Burlington Police Department

## Registering a Complaint



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*"The Burlington Police Department is committed to improving the quality of life, in partnership with our community, through fair & professional police services."*

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This flyer is presented as a service to the public and the citizens of Burlington, North Carolina. It is intended to be a guide for registering complaints with this agency. We hope you find it helpful and informative.

*J. Jeffrey Smythe  
Chief of Police*

## **Burlington Police Department**

### **Registering Complaints**

The Burlington Police Department is concerned about the conduct of its employees and desires to ensure that the agency maintains the highest professional standards. To that end, every complaint is considered important and will be thoroughly investigated by the agency.



This flyer is presented as a guide that you may follow in order to register a complaint against the Burlington Police Department or an employee of the agency.

The Department prefers complaints to be registered in person, however, you may register a complaint by phone. To call and register a complaint by phone, call:

**(336) 229-3504**

## **Registering a Complaint**

**Follow these guidelines to register a complaint:**

- Contact the Burlington Police Department and ask to speak to the on-duty supervisor.
- Report the complaint to the on-duty supervisor. The on-duty supervisor will need details of your complaint and you will also need to provide your full name, address, telephone number and other information that may be important.
- The on-duty supervisor may have to complete a Burlington Police Department Complaint Report after you have spoken to them. If a report is required, the complaint will be forwarded to the appropriate personnel for further investigation.
- A representative of the Burlington Police Department will contact you for further information that may be necessary to complete the investigation of your complaint.

