

OUR MISSION

In the spirit of service, the Raleigh Police Department exists to preserve and improve the quality of life, instill peace and protect property through unwavering attention to our duties in partnership with the community.

INTERNAL AFFAIRS UNIT

The Internal Affairs Unit is responsible for receiving, processing, assigning and supervising the investigation of any alleged misconduct or criminal conduct against any member of the Raleigh Police Department. The Internal Affairs Unit ensures that all allegations are investigated thoroughly and objectively.

WHO DOES THE INTERNAL AFFAIRS UNIT REPORT TO?

The Internal Affairs Unit answers directly to the Office of the Deputy Chief of Police.

COMPLAINT PROCESS

All complaints will be accepted by the Internal Affairs Unit and can be received in person, by letter, by telephone, or by e-mail. Anonymous complaints are also accepted. All complaints will be reviewed and a determination will be made to assign the complaint to the appropriate immediate supervisor or the Internal Affairs Unit for investigation. Following a thorough and impartial investigation, a disposition will be rendered based on all available factual information. The complainant will receive notification of the final disposition of their complaint by registered mail with a return receipt.

FILING A COMPLAINT

- Contact the Raleigh Police Department Internal Affairs Unit at 919-996-3155 or the Communications Center at 919-831-6311. If you prefer to mail your complaint, send it to: Internal Affairs Unit, Raleigh Police Department, 6716 Six Forks Road, Raleigh, NC 27615. You may also e-mail your complaint to: internal.affairs@raleighnc.gov
- You may at any time speak with a supervisor to initiate a complaint concerning any member of the Police Department.
- Upon receipt of the complaint, you will be contacted by the investigating supervisor or the Internal Affairs Unit. At this step you may be requested to provide a recorded statement, produce any evidence of allegations and/or discuss the complaint in detail.

DISPOSITION OF COMPLAINT

Police Officers are public employees and the personnel information that can be released concerning them is regulated by North Carolina General Statutes. The results of all complaints are called findings, which fall into six classifications:

- **Sustained:** Facts exist which prove specific allegations or other wrongdoing discovered during the investigation.
- **Not Sustained:** Insufficient facts exist to substantiate any wrongdoing or to refute the allegations.
- **Unfounded:** Either the allegation is demonstrably false or there is no credible evidence to support it.

- **Proper Conduct:** The actions of the Department or officers involved were not inconsistent with Departmental policy or training.
- **Policy Failure:** The investigation indicates a need to modify or expand training, or a need to change policies and procedures.
- **Other:** Any disposition not indicated above.

HOW TO COMPLIMENT AN EMPLOYEE

Quite often, a citizen might observe that a Police Department employee has performed his or her duties in a noteworthy fashion, and wonder how to go about bringing this to the attention of the Police Department. The Chief's Office would like to hear about these good performances by our officers and/or civilian employees. You may send letters of compliment to: Chief of Police, Raleigh Police Department, 6716 Six Forks Road, Raleigh, NC 27615.

QUESTIONS OR RECOMMENDATIONS

The Raleigh Police Department is committed to providing excellent police service to our community. Citizen cooperation and input is essential for the Department to succeed in this goal. If you have any questions or recommendations on how the Raleigh Police Department can improve your police service, please call the Office of the Deputy Chief of Police at 919-996-3155 or mail correspondence directly to the Deputy Chief of Police at 6716 Six Forks Road, Raleigh, NC 27615.

RALEIGH POLICE DEPARTMENT

VALUES

Our core values are fundamental convictions and beliefs that we hold so firmly that they cannot be altered by circumstances. Our values and how we define our values serve as our ethical compass in making decisions and taking actions.

SERVICE

We set the highest possible standard of excellence as we serve and protect the community; seeking to maximize the benefits we provide in the interest of community well-being.

COURAGE

Our valor proves us worthy of the trust given to us by this community. Our words and actions demonstrate the willingness to venture into danger and difficulty when our duties call for it.

FAIRNESS

We practice impartiality, equity, and honesty without self interest, prejudice and favoritism. We treat people with dignity and respect.

INTEGRITY

We strive to be forthright and honest in all of our affairs and to maintain the highest moral and ethical standards of character and conduct. We are accountable for our duties and actions. We will willingly give reasons for our actions and accept responsibility for them.

COMPASSION

We continually remember that our work involves interactions with people, many of whom are undergoing trying circumstances. We display patience and sympathy for those in distress as we work to alleviate harm and suffering.

IMPORTANT PHONE NUMBERS

In the case of emergencies, please call 9-1-1.

Police Department.....919-996-3335
(non-emergency)

Police Dispatch.....919-831-6311
(non-emergency)

Chief's Office.....919-996-3385

Detective Division.....919-996-3555

Family Violence.....919-996-3555

Internal Affairs.....919-996-3155

Personnel/Recruiting.....919-996-1343

Police Evidence.....919-996-3395

Police Records.....919-996-3325

District Station Houses

Northwest, 8016 Glenwood Avenue...919-996-2300

North, 6716 Six Forks Road.....919-996-4208

Northeast, 8320-120 Litchford Road....919-996-2457

Southeast, 1601-30 Cross Link Road....919-996-4455

Downtown, 218 W. Cabarrus Street....919-996-3855

Southwest, 601 Hutton Street.....919-996-6167

Additional Numbers

Wake County Jail.....919-856-6750
330 S. Salisbury Street

www.raleighnc.gov

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How to Submit Your Compliment or Complaint