

Shelby Police Core Values

- Honesty
- Teamwork
- Integrity
- Professionalism
- Respect.

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.



Protect with Courage, Serve with
Compassion

 130 W. Warren St, Shelby NC

 (704) 484-6845

 www.cityofshelby.com/police

The Shelby Police
Department is a CALEA
accredited Law
Enforcement and Public
Safety Communications
Agency



Shelby Police Department

How to File a
Commendation or
Complaint

Emergency
Dial 9-1-1



Guidelines For Commending an Employee or Registering a Complaint Against an Employee

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.



Commending Superior Performance

If you wish to commend the actions of any SPD employee, we encourage you to contact us and share your experience.

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 Procedures

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

The Chief of Police is responsible for coordinating investigations relating to employee misconduct. Persons with firsthand knowledge of an improper incident should initiate a complaint, when possible.

When registering a complaint against an agency employee, it is important that you remember the name of the employee involved, the date and approximate time of the incident, the name and address 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.

Contact Information

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

- In-Person-You can come to police headquarters and speak with an on-duty supervisor anytime 24/7.
- By Phone-You can call SPD at (704) 484-6845 and ask to speak with an on-duty supervisor anytime 27/7
- Postal 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.

If you have any questions, comments, or concerns, you can contact Chief Brad Fraser by phone at (704) 484-6855, or by email at brad.fraser@cityofshelby.com