

Procedures for Making Complaints....

If you have a complaint regarding the actions or lack of action by a member of the Police Department, you may register your complaint by doing the following:

- ◆ Contact the on-duty Watch Commander or supervisor.
- ◆ Contact the Division/Bureau Commander of the Police Department.
- ◆ Contact the Chief of Police

We would prefer that you begin with the Watch Commander or supervisor; however, if they are unavailable or you feel the matter is of great importance, please feel free to contact the Division/Bureau Commander, or even the Chief of Police. Your complaint will be forwarded to the proper person for inquiry/investigation.

We prefer that your complaint be made in person, but we will accept complaints by letter or telephone.

Procedures for Investigating Complaints

Upon receiving a complaint against a member of the Police Department, the Internal Affairs Commander or the Chief of Police will initiate either a formal or informal investigation into the matter in question.

An investigator will be assigned to the case and will interview victims, witnesses, and the accused, as well as collecting any pertinent evidence. A report will then be made to the Internal Affairs Commander or the Chief of Police.

The Chief of Police or his designee will review the information and determine if there is cause to believe laws or department policy and rules were violated.

If the investigation becomes lengthy, you will be kept informed on its status. Upon conclusion, you will be notified of the results and any action taken.

Where to Make Your Complaint....

The Police Department is located in downtown Kingsport in the Justice Center, 200 Shelby Street, Kingsport, Tennessee, 37660.

You may telephone us at the following numbers:

Watch Commander/Supervisor
229-9436 or 246-9111

Division/Bureau Commander
229-9300

Chief of Police
229-9423



Kingsport Police Department

200 Shelby Street
Kingsport, TN 37660

Phone: 423-246-9111
Fax: 423-224-2786
Emergency 911



Kingsport Police Department

Mission Statement....

- ◆ Preserve the Peace
- ◆ Protect Life and Property
- ◆ Prevent Crime
- ◆ Apprehend Criminals
- ◆ Recover Lost and Stolen Property
- ◆ Enforce Laws Fairly and Impartially

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Kingsport Police Department

A Guide for Citizens of
Kingsport

Internal Affairs Complaint/ Investigative Process



Kingsport Police Department

200 Shelby Street
Kingsport, TN 37660