



**ROY COOPER  
GOVERNOR**

**NORTH CAROLINA  
STATE BUREAU OF INVESTIGATION**

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**ROBERT SCHURMEIER  
DIRECTOR**

## **COMPLAINT PROCEDURE**

The State Bureau of Investigation (SBI) is committed to providing the highest standard of service to the citizens of North Carolina. The SBI will neither accept nor tolerate any employee misconduct that may adversely affect the internal discipline, security and integrity of the SBI and its standard of service.

If it is believed that an employee of the SBI has acted improperly, you may contact SBI Headquarters in Raleigh at (919) 662-4500. Normal office hours are Monday through Friday, 8 a.m. until 5 p.m. Reports alleging abuse of authority or other serious misconduct will be investigated by the office of the Assistant Director of the Professional Standards Division.

Complaints may also be referred to one of the Special Agents in Charge in the SBI district offices across the state or the employee's supervisor. Office hours for the district offices are Monday through Friday, 8 a.m. until 5 p.m. In an emergency, contact may be made by using the 24-hour number listed above.

When a complaint report is brought to the attention of the SBI, the complaint will be documented, and the complainant will receive written notification of the receipt of the complaint. The matter will be thoroughly investigated. The investigation will be completed usually within 90 days and the findings will be reviewed by the SBI Director. In cases of alleged criminal misconduct, the matter will be reviewed by the district attorney in whose jurisdiction the alleged offense occurred.

Due to personnel privacy laws, the SBI will not be able to advise the complainant of the results of the investigation.