



MECKLENBURG COUNTY  
SHERIFF'S OFFICE

[www.mecksheriff.com](http://www.mecksheriff.com)

A grayscale photograph of a modern building with large windows and trees in the foreground. The image is used as a background for the title text.

# OFFICE OF PROFESSIONAL COMPLAINT **ANNUAL REPORT** FY 2024

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# MCSO

## VISION AND MISSION

### VISION

To be a nationally recognized public safety organization dedicated to deliberate service to our community. To have a highly skilled, well trained, and educated Sheriff's Office that is progressive, service oriented and purpose driven to influence change by being "The Difference."

### MISSION

The mission of the Mecklenburg County Sheriff's Office is to serve our community through intentional engagement, access and transparency. To perform the constitutional and statutory mandates of the Office of Sheriff with the highest degree of competence, skill and professionalism. To actively enforce the laws of our state and to safely operate our detention facilities through progressive, innovative and humane practices aimed towards rehabilitating those in custody through non-conventional methods and returning citizens back into our community with hope and a chance for a successful future.

### The Mission of the Office of Professional Compliance

The Mecklenburg County Sheriff's Office (MCSO) strives to maintain the trust of the citizens it serves and ensure ethical conduct of all its employees. The Office of Professional Compliance (OPC) was established to address the employee misconduct investigative process uniformly, provide citizens with a fair and effective avenue for redress of legitimate complaints against employees, protect all employees from false charges, and assure that accused employees are treated fairly and consistently. While the responsibility for conforming to the Sheriff's Office rules and regulations rests upon all employees, it is most effectively discharged when agency supervisors set a positive example. The OPC reports all investigative findings to the Sheriff of Mecklenburg County



# OPC STAFF

The Office of Professional Compliance consist of one Major, two Captains, three Sergeants, and two Administrative Assistants

## *Major*

Karen Jones

## *Captains*

Joseph Sereno  
Rusty Cuthbertson  
Tameka Talford

## *Sergeants*

Alcides Bonilla  
Nathaniel Harvey  
Lourdes Martinez

## *Admin. Support*

Patricia Wills



# THE OFFICE OF PROFESSIONAL COMPLIANCE

## OVERVIEW



# OPC INTRODUCTION

## ABOUT OPC

The Mecklenburg County Sheriff's Office, Office of Professional Compliance operates in accordance with the established MCSO General Order #4, "Discipline, Internal Investigations, and Employee Rights." The OPC facilitates the process of filing a complaint or an allegation for employee misconduct; the allegations and complaints can be submitted by an internal<sup>1</sup> and/or external<sup>2</sup> source.

Allegations and complaints against an MCSO employee can be made in person, by mail, over the telephone, electronic mail, or via the online portal located on the MCSO website. For instances where the complainant cannot file the report in person, the OPC personnel may visit the person at his or her home, place of business, or other location to complete the report.

## WHAT THEY DO

Upon receiving an allegation or a complaint of employee misconduct, the OPC has the primary responsibility for reviewing and investigating the submission. Based on the violation category that the complaint alleges, the OPC will forward the case file to the appropriate unit for further review and investigation. A completed case file will be adjudicated at the appropriate level, depending on the violation category.



[1] An internal source for an allegation or a complaint is an employee of the MCSO; submission can be made by a supervisor, a co-worker, or any other member of the agency.

[2] An external source for an allegation or a complaint is any source that is outside of the MCSO; submission can be made by members of the general public or customers served by the MCSO (including arrestees and detention center residents).

# CATEGORIES OF MISCONDUCT

There are four categories of misconduct that are utilized by OPC and are used as a tool to determine the level of severity for each allegation and to assign proper corrective action.

## CATEGORY A

Category A violations are the most serious type of violations; upon their receipt and investigation by the OPC, completed case files are reviewed by the employee's Chain of Command. A sustained Category A violation can result in any appropriate corrective action, including termination.

## CATEGORY B

Category B violations are of moderate severity; each violation of this Category is investigated and reviewed at the Major or the Director level Chain of Command Review Board Hearing. The Major or the Director over the employee's area of assignment will be responsible for the final disposition of the hearing for violations in this Category. The first sustained Category B violation is subject to suspension for one day without pay. Except in aggravated cases, this suspension shall be suspended for one year under such conditions as the Sheriff or his designee may impose. A second sustained Category B violation within 12 months of the first sustained Category B violation is subject to suspension for one day without pay. In addition, any suspended disposition applicable to the previous violation shall be activated. Subsequent alleged Category B violations sustained within 12 months are treated as a Category A violations.

## CATEGORY C

Category C violations are of minor severity; each violation of this Category is investigated and disposed of by the Captain or the Manager supervising the employee's area of assignment. Each disposition made in Category C violation hearings must be reviewed by the Major or the Director over the area of assignment. First and second Category C violations sustained within 12 months are subject to specific corrective action(s) outlined in a written reprimand. Subsequent alleged Category C violations within 12 months are investigated as Category B violations.

## CATEGORY D

Category D violations are the least severe; each violation of this Category is investigated and disposed of by the Sergeant or the Supervisor over the employee's area of assignment. The first and second sustained violations in this Category within 12 months are subject to documented corrective counseling and documented verbal reprimand, respectively. Subsequent alleged Category D violations within 12 months are investigated as Category C violations.

# COMPLAINT ADJUDICATION



OPC personnel serve to advise the Chain of Command on the investigation and disciplinary process but do not participate in the determination of the final disposition. The following adjudication statuses are used for final disposition: sustained, not sustained, exonerated, unfounded, and information file.

**Note:** Figure 1 on the next page provides a high-level overview of the process, from initially receiving the complaint or allegation of misconduct, to assigning a disposition to the incident

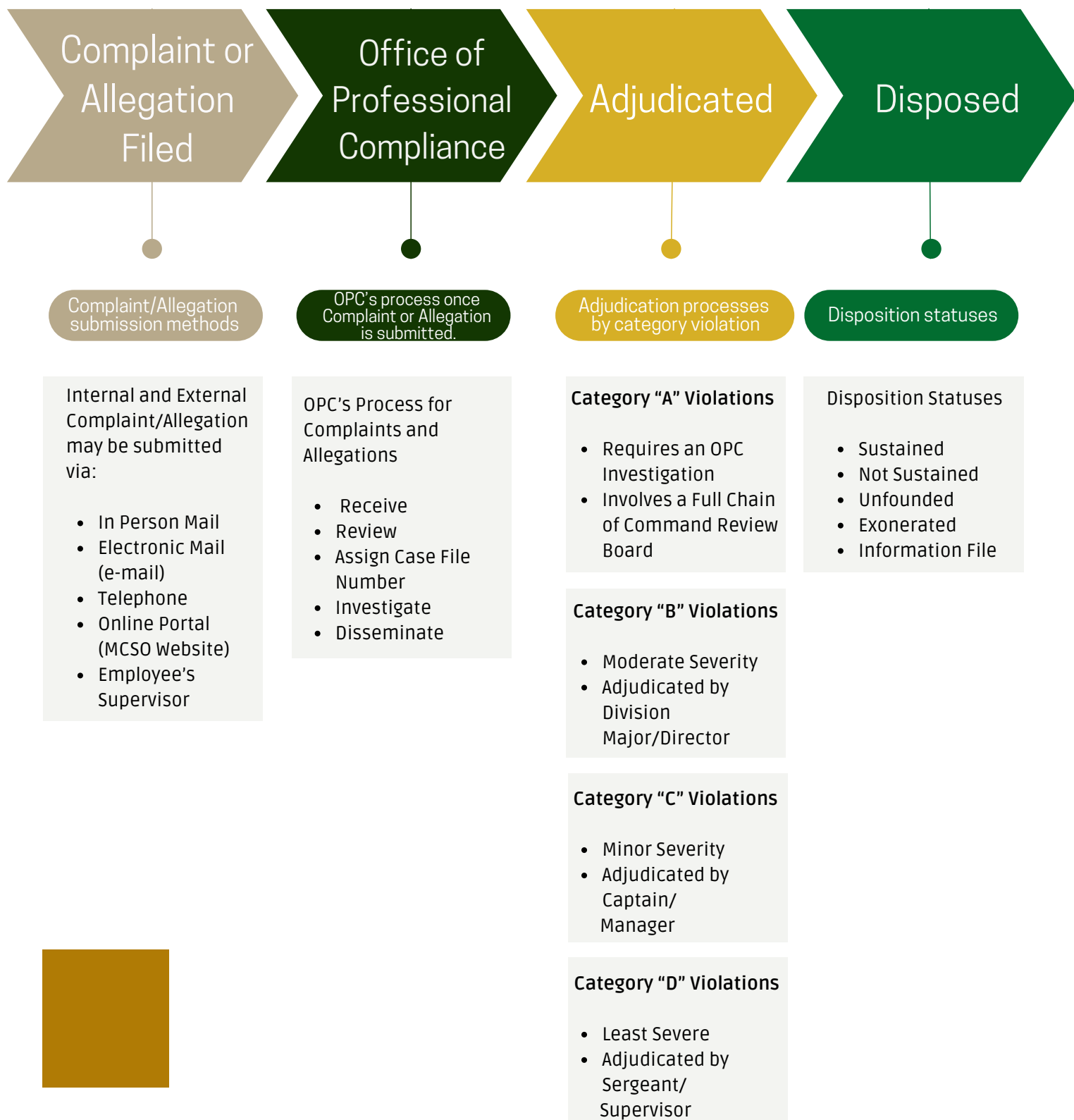
## Adjudication Status Definitions:

Status	Definition
<b>Sustained:</b>	The investigation disclosed sufficient evidence to prove the allegation made in the complaint
<b>Not Sustained:</b>	The investigation failed to disclose sufficient evidence to prove or disprove the allegation made in the complaint.
<b>Exonerated:</b>	The acts that provided the basis for the complaint or allegation occurred, but the investigation revealed that they were justified, lawful, and proper.
<b>Unfounded:</b>	The allegation is false. The incident never occurred, or the employee was not involved in the incident, or the investigation conclusively proved that the employee's alleged act or actions never took place.
<b>Information File:</b>	The allegation of employee misconduct investigated by the OPC is lacking in merit and substance; therefore, preparation of formal charges and review by a Chain of Command Review Board would serve no useful purpose. Allegations within this Category of disposition are set aside pending receipt of additional information relevant to the investigation.



**Figure 1:**

*Procedure for Receiving, Processing, and Investigating Allegations of Employee Misconduct*



# YEAR END **STATISTICS**



# YEAR-END STATISTICS

## IAPRO

Effective January 1, 2017, the OPC implemented a new case management system, Internal Affairs-Professional Version (IA Pro). This system is specifically designed to assist law enforcement with the process of receiving complaints and allegations, data entry, case management, complaint disposition, and file management; in addition, the system allows for effective data management. By incorporating data management with several statistical reports, IA Pro facilitates reviewing various trends and examining data with a greater level of detail.

As mentioned above, the implementation of IA Pro has allowed OPC to maintain a greater level of detail in reference to all reviewed incidents. The statistical reports available in IA Pro allow designated staff to easily generate reports that include useful variables such as categories of administrative incidents, incident types, work assignments where incidents have occurred, specific complaint or allegation, incident disposition, incident classification by violation level, and action taken for sustained incidents.

Another helpful feature utilized by IA Pro is the ability to distinguish between complaints and specific allegations that are outcomes of investigative incidents and other types of incidents where an allegation or a complaint of misconduct was not necessarily submitted via an external or an internal source; rather, it became evident after a review of the incident details.

The current annual report is based on the data that is recorded and maintained in IA Pro





# INCIDENT TYPES

During FY24, the OPC reviewed and completed approximately 914 incidents that occurred throughout the agency.

914

Incidents Received and Reviewed

The nature of these incidents varies from investigating complaints and allegations of misconduct, to reviewing incidents that are deemed for informational purposes only. A single staff member can be involved in multiple incidents of varying nature.

## INCIDENTS BY TYPE

Administrative Investigation-External

78 8.5%

Administrative Investigation-Internal

379 41.5%

Documented/General Counseling

233 25.5%

Restraint Chair

25 2.7%

Use of Force

162 17.7%

Vehicle Accidents

34 3.7%

Vehicle Pursuits

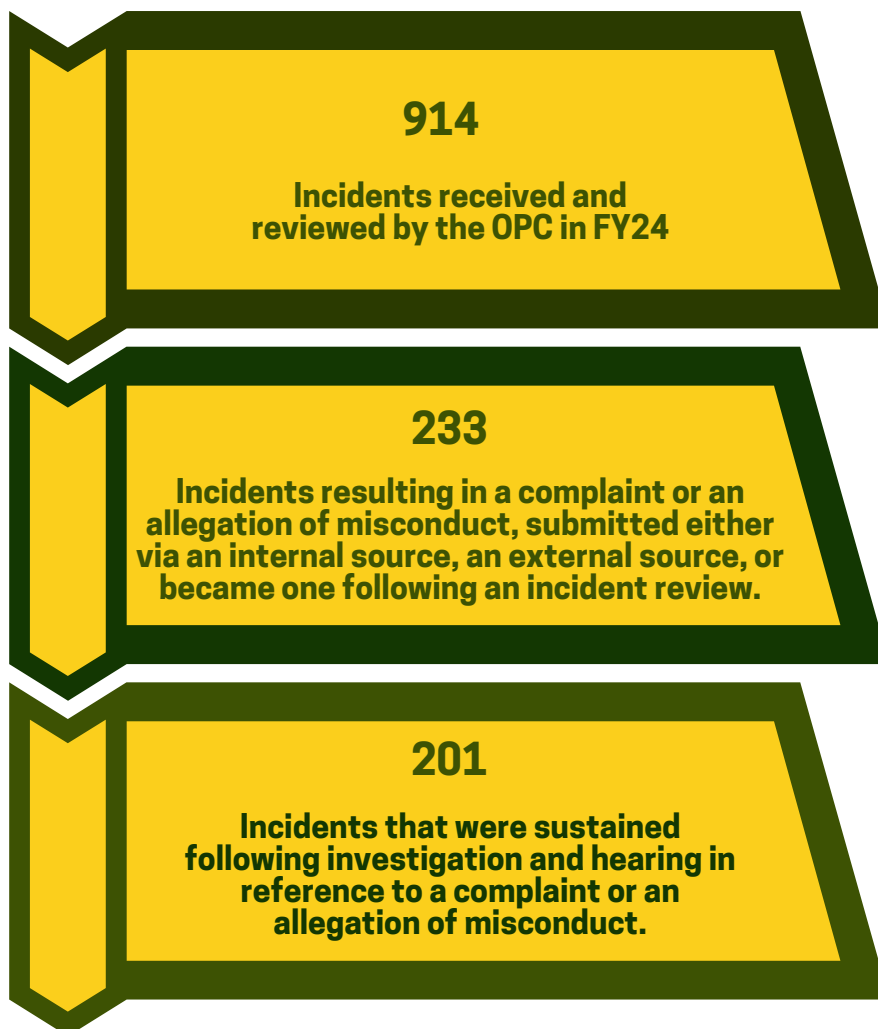
3 0.3%



# INCIDENTS RESULTING IN A COMPLAINT OR AN ALLEGATION OF MISCONDUCT

Of the 914 incidents reviewed by the OPC during FY24, 233 incidents were related to complaints or allegations of misconduct, submitted either via an internal source, an external source or became one following an incident review.

**Figure 2**  
*Incident Types Captured in IA Pro during FY24*

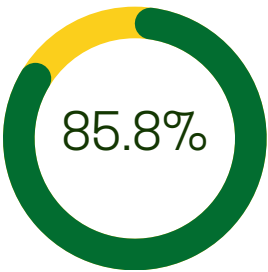
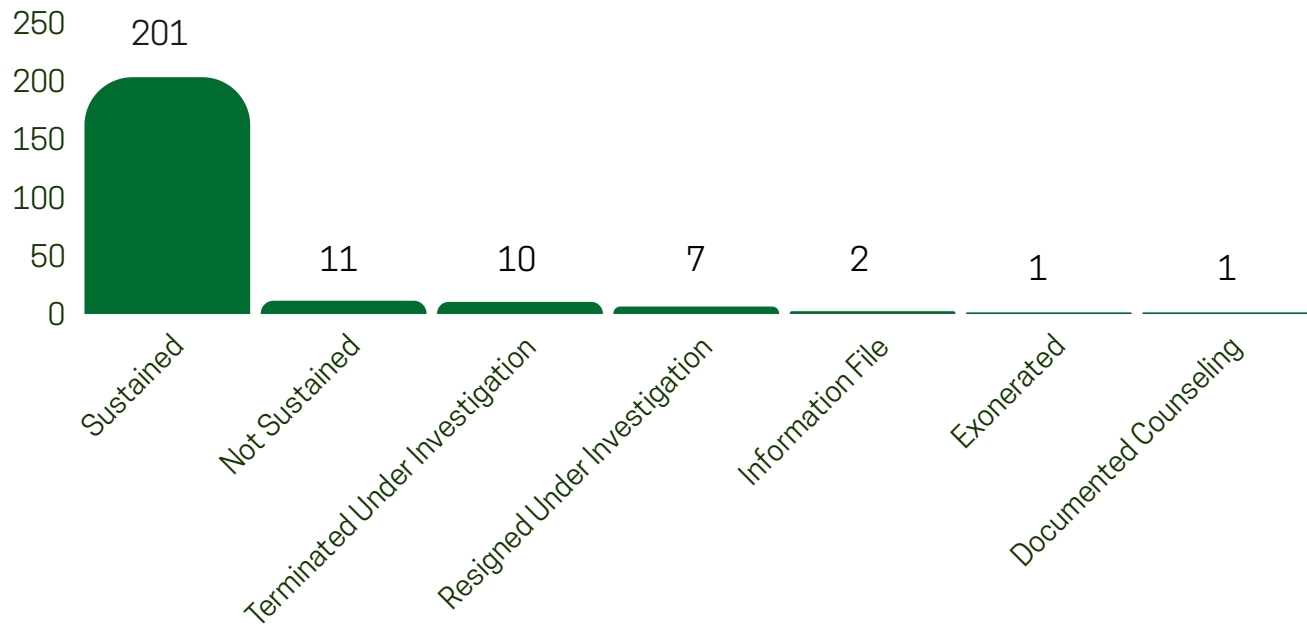


**Note:**

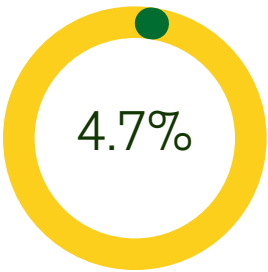
Of the 233 incidents that resulted in a complaint or an allegation of misconduct, 201 or 85.8% were adjudicated with a final status of sustained.

# COMPLAINT AND ALLEGATION ADJUDICATION STATUS BREAKDOWN

The incidents that were reviewed and investigated for complaints or allegations of misconduct were subsequently adjudicated with one of the statutes assigned:



**Sustained**  
of complaints or allegations of misconduct were sustained.



**Not Sustained**  
of complaints or allegations of misconduct were not sustained.

# RULES OF CONDUCT VIOLATIONS, VIOLATION LEVELS, AND ACTION TAKEN FOR SUSTAINED

## COMPLAINTS AND ALLEGATIONS

Each complaint or allegation of sustained misconduct is assigned to a category based on the alleged misconduct, and the appropriate disciplinary action is taken to address the sustained misconduct as specified by the Category.

### Rules of Conduct Violations

For the 201 incidents where complaints and allegations were sustained, the specific rules of conduct violations are shown in the table to the right:



Conduct Violation Categories	Number Sustained
Absence from Duty	19
Abuse of Position	1
Associations	1
Attendance	2
Chain of Command	2
Conformance to Laws	4
Courtesy	19
Harassment	1
Insubordination	4
Knowledge of Regulations	2
Loss of Equipment	1
Neglect of Duty	17
Participation in Admin Inves.	1
Possession of Drugs	1
Reporting for Duty	41
Rules of Conduct	1
Sheriff's Office Reports	1
Supervision	2
Truthfulness	8
Unbecoming Conduct	14
Use of Alcohol on Duty/in Uniform	1
Use of Drugs	1
Use of Force	7
Use of Sheriff's Ofc Equipment	7
Violation of Rules	61
<b>Grand Total</b>	<b>201</b>

# RULES OF CONDUCT VIOLATIONS, VIOLATION LEVELS, AND ACTION TAKEN FOR SUSTAINED COMPLAINTS AND ALLEGATIONS

## Categories of Misconduct

One of the four violation categories is assigned for all incidents where a complaint or an allegation of misconduct was sustained. The table below provides a breakdown of violations assigned to sustained incidents for FY24 with annual comparisons.

Level of Violation	F24	FY23	FY22	FY21
Category A Violations	46	32	26	34
category B Violations	35	58	53	39
Category C Violations	52	30	34	42
Category D Violations	68	86	96	74
Total	201	206	209	189

**Note:** Compared to FY23, there was a 43.75% increase in the number of Category A Violations that were sustained in FY24.

## Action Taken

The following types of disciplinary action were taken for all incidents where complaints and allegations of misconduct were sustained in FY24.

Conduct Violation Categories	Number Sustained
Written Reprimand	57
Suspension	53
Corrective Counseling	51
Termination	19
Verbal Reprimand	17
Other	6
Mandatory Training	3
Mandatory EAP	2
Demotion	1
Performance Improvement Plan	1
Grand Total	201

**Note:** Of the 201 incidents resulting in disciplinary actions taken in FY24, 57 resulted in written reprimand.



# BIAS-BASED POLICING COMPLAINTS

This section of the report includes traffic stop data as well as data regarding internal and external complaints where bias-based policing or racial profiling was alleged. Mecklenburg County Sheriff's Office General Order #37 Racial, Ethnic, or Biased Based Profiling reiterates the MCSO's commitment to bias-free policing and the strict prohibition of the practice of bias-based policing. Due to this department's CALEA self-assessment process, General Order # 37 was effective on June 5, 2020, to include a requirement of an annual review of department practices, bias policing data, and citizen concerns.

Definitions	
Asset Forfeiture	Includes all complaints of bias-based policing related to cases of criminal or civil asset forfeiture
Field Contacts	Includes all complaints of bias-based policing related to citizen contacts during field interviews, investigative stops, etc.
Traffic Contacts	Includes all complaints of bias-based policing related to traffic stops whether or not a citation or warning was issued

Bias-Based Policing Complaints from: Frequency	
Asset Forfeiture	0
Field Contacts	0
Traffic Contacts	0



**Note:** During FY24, the MCSO received zero external complaints or concerns alleging biased policing or racial profiling, after investigation.

Date	Type of Encounter	Disposition

The data collected regarding reported MCSO use of bias-based incidents, as well as any pertinent legal update(s), are utilized in the ongoing analysis of MCSO policy, practices, training, and equipment directly related to reported biased-based issues. Any alleged biased-based incident found not in compliance with the law and/or MCSO policy is scrutinized to determine individual training needs and any necessary updates to MCSO policy, practice, and equipment.

# USE OF FORCE INCIDENTS

Due to the nature of the job within the fields of detention and law enforcement, compliance may not always be gained from individuals with whom MCSO sworn and certified staff interact. At times, to ensure the safety and security of all, proper application of force may be required. All uses of force conducted by the MCSO staff are documented and included in a packet reviewed by the employee's chain of command and the OPC. A review of each use of force incident concludes whether the application was justified or not justified.

**Graph 2:**

*FY24 Use of Force Incidents by Area of Assignment*



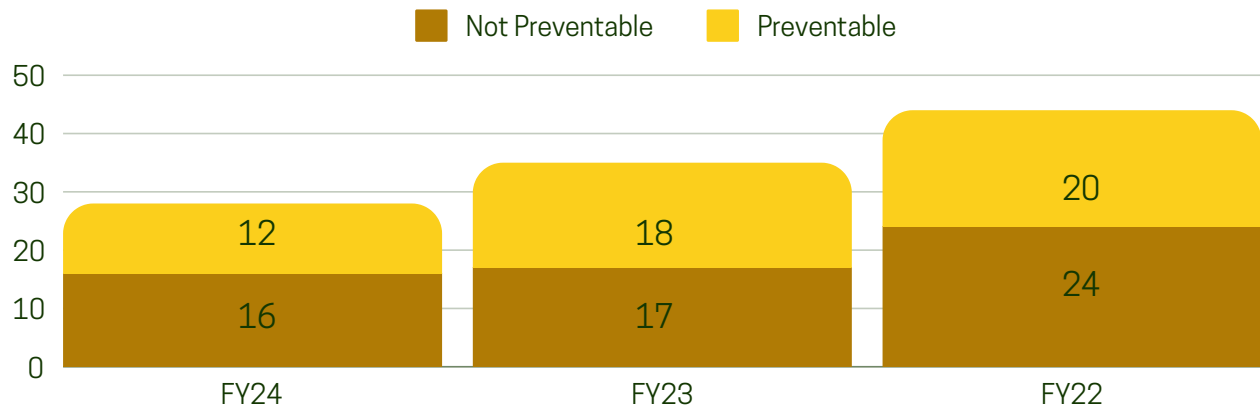
**Note:** During FY24, there were a total of 162 use of force incidents across different work assignments within the MCSO; of all use of force incidents, 158 or 97.5% were justified.

Data collected regarding MCSO use of force incidents and any pertinent legal update(s) are utilized in the ongoing analysis of MCSO policy, practices, training, and equipment directly related to the use of force. Any use of force incident found not in compliance with the law and/or MCSO policy is scrutinized to determine individual training needs and any necessary updates to MCSO policy and practice.

# VEHICLE ACCIDENTS

All MCSO staff who possess a valid North Carolina driver's license can apply for a County driver's permit to be able to operate a Sheriff's Office vehicle for approved work-related business. Designated vehicles can be operated by authorized staff who are sworn, certified, or civilian. The graph below provides a summary of all vehicle accidents involving MCSO employees.

**Graph 3:**  
*MCSO Vehicle Accidents*



**Note:** Of the 28 vehicle accidents that occurred during the FY24, 12 or 42.9% were classified as Preventable, while 16 or 57.1% were classified as Not Preventable. Additionally, of the 12 preventable vehicle accidents, an MCSO employee was at fault in 2 of these accidents.



# VEHICLE PURSUITS

The MCSO has county-wide law enforcement jurisdiction; however, the MCSO does not answer 911 calls for service. The MCSO deputies enforce laws across the entire county. Regarding vehicle pursuits, the MCSO deputies assigned to Field Operations can and will engage in vehicle pursuits when situations arise and in accordance with applicable laws and Sheriff's Office policy.



FY2024

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VEHICLE PURSUITS

All FY24 vehicle pursuits that the MCSO initiated or were engaged in were reviewed by the OPC to determine whether the pursuit was justified or unjustified based on the agency's policies and procedures.

**NOTE:** During FY24 there were a total three vehicle pursuits involving MCSO Field Operations deputies, all three pursuits were determined to be justified after investigation.



# CONCLUSION

As mentioned above in the Categories of Misconduct section, all Category A violations are investigated and disposed of by the OPC. The OPC has a goal to dispose of all Category A violations within 60 days of receipt. During FY24, the OPC investigated and disposed of 72 incidents including allegations of employee misconduct that were classified as Category A violations, with an average number of 48 days to dispose. The table below provides a summary of disposition frequency by day grouping.

**Table 4:**  
*Disposition frequency by day grouping*

Day Grouping	Number Disposed
0-30	25
31-60	24
>60	23
<b>Total</b>	<b>72</b>

**[4]** Of the 72 Category A level allegations of misconduct received in FY24 (both sustained, not sustained, Terminated Under Investigation, Resigned Under Investigation, etc.), 49 or approximately 68% were disposed of in 60 days or less.



## Mecklenburg County Sherriff's Office

Office of Professional Compliance  
Annual Report 2024

# CONTACT US

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