

WHEN SHOULD YOU NOT COMPLAIN?

If you disagree with a ruling in court. This is what appeals and lawyers are for. As long as you were treated professionally, court decisions come from the judge, and can only be challenged through the court system.

If you are just complaining to “get out of trouble”. If you are making something up because you don't like an officer. The department takes false complaints very seriously, and will prosecute anyone making false allegations.

CITIZENS, SUCH AS YOU, ARE VALUABLE EYES AND EARS FOR OUR COMMUNITY AND THIS AGENCY. WE RESPECT YOUR INPUT, BOTH GOOD AND BAD.

WHENEVER YOU SEE POLICE ACTIONS WHICH YOU BELIEVE WE SHOULD BE AWARE OF, PLEASE REPORT THOSE TO US.

For more information regarding the information in this brochure, please call 864-908-3593



CONTACT
DETAILS

DOWNLOAD THE FORM

www.fountaininn.org/police

Send completed form to:

human.resources@fountaininn.org

or drop off to 200 North Main St. / ATTN: HR

WANT TO SPEAK TO SOMEONE IN PERSON?

Please call: **Human Resources** at

864-908-3593 for an appointment.

Messages are immediately forwarded 24/7



FOUNTAIN INN
POLICE
DEPARTMENT

CITIZEN COMPLAINT PROCESS

COMMUNITY
SAFETY

PROFESSIONAL
SERVICE SINCE 1886



WHAT IS THE CITIZEN'S REVIEW COMMITTEE?

The CRC is made up of representatives of the community, whose goal is to improve police services to the community by increasing understanding between community members and police officers. To insure police accountability, we provide this Citizen's Review Committee to air concerns on policy matters and individual cases alleging police misconduct. The Citizen's Review Committee is committed to ensuring that the Fountain Inn Police Department has a professional police department whose members behave with integrity, fairness and justice.

For questions on how to join the CRC, please email human.resources@fountaininn.org to request the "Criteria for Appointment" checklist.



WHAT IS A CITIZEN COMPLAINT?

As a citizen, you may encounter the police in a variety of ways; as a suspect or victim of a crime, a witness to an event, or during a traffic stop.

Policies and procedures require the police to interact with the public in a professional manner. If you feel the police have not treated you in a fair and professional way, or you witness an officer doing something inappropriate, illegal or morally wrong, you may fill out a **Citizen Complaint form** (downloadable on the City website on the Police page www.fountaininn.org/police) and submit:

BY EMAIL: human.resources@fountaininn.org

IN PERSON: City Hall, 200 North Main Street, Fountain Inn SC 29644 - ATTN: Human Resources

WHAT HAPPENS AFTER YOU SUBMIT YOUR COMPLAINT?

Once you have completed the form, it will be reviewed by the Human Resources Director, assigned a tracking number, and then sent to the Police Department to begin the investigative process (based on the nature of the complaint.)

You may be called back for further statements or information.

Upon completion of review and appropriate action if applicable, you will receive a status of your complaint.

Your complaint and process information associated with the review will be submitted to the **Citizens Review Committee** for final audit.

DEDICATED TO SERVE



The Fountain Inn Police Department takes all citizen complaints seriously.

All complaints will be investigated.