

COMPLAINT APPEAL PROCESS

Citizens may appeal the findings of a Complaint investigation to the Citizen's Review Board (CRB) within 30 days of the Chief's disposition letter.

Contact the **Citizen's Review Board** at crb@cityofrockhill.com

OR

(803) 329-8715

to file an appeal or for further Information.

SUMMARY

The citizen's compliment and Complaint reporting system is a valuable management and feedback tool of the Rock Hill Police Department. We encourage our citizens to communicate with us—to let us know how we are doing—both positively and negatively—so we can be more responsive to your needs and provide even better customer service to the citizens of Rock Hill. If you have questions, please call the Rock Hill Police Department at (803) 329-7225.

OUR VISION

To be a highly respected leader in law enforcement, dedicated to providing quality police services while holding ourselves accountable to the highest standards of excellence and integrity.

OUR MISSION

To protect, serve and cultivate community relationships to ensure safety and security for all.

OUR VALUES

The Police Department is built on a philosophy that includes the values: Community, Excellence, Integrity, Loyalty and Teamwork.

OUR COMMUNITY

We are dedicated to a superior quality of life. We value our city and its part in a safe and clean environment. We believe that a diverse workforce promotes justice for all citizens.

For more information contact the
Professional Standards Division

Phone: (803) 329-7225

Fax: (803) 329-7260

RECEIPT

Employee receiving complaint:

DATE: _____

TIME: _____



CITIZEN'S COMPLIMENTS AND COMPLAINTS



ROCK HILL

SOUTH CAROLINA

Always on.

The citizen's compliment and complaint reporting system is a valued feedback tool for the 200 members of the Rock Hill Police Department. By interacting with the community and receiving comments, both positive and negative about our agency, we are able to gauge the quality and professionalism of our employees' performance. With this input we are able to monitor both positive and negative trends, praise outstanding efforts; correct negatives; identify areas requiring additional training; and plan for the future of our agency.

Positive comments from the citizens we serve are some of the greatest motivating elements that our employees can receive. We encourage our citizens to provide us with feedback when our employees "go the extra mile" or provide excellent customer service. Compliments and Complaints can be filed online by going to the Police Department tab at www.cityofrockhill.com.

Citizens can provide positive feedback about our employees in a number of ways:

How To Compliment Our Employees' Efforts

- A personal letter explaining the activity. This letter can be sent to the Chief of Police or to the officer directly. If you choose this option, please direct your communication to:

Chief of Police or Officer's Name
Rock Hill Police Department
120 East Black Street
Rock Hill, SC 29730
- By calling (803) 329-7225 and speaking with personnel from our Professional Standards Division. Your comments will be documented and forwarded

to the employee.

- By contacting any department supervisor. Again, your comments will be documented and forwarded to the employee.

Complaints

Citizen complaints are taken seriously by our department. We strive at all times to provide outstanding customer service. We want to know when you are not satisfied. When our personnel provides less than professional service—we want to know about it.

How To Register a Complaint

- Complaints may be made in person, by telephone, by fax, by email, by mail or at www.cityofrockhill.com. Anonymous complaints or citizens who wish their names to be held in confidence, will be accepted.
- Contact any supervisor of this agency. This can be done 24 hours a day / 7 days a week by contacting our dispatch center at (803) 329-7200 and selecting option "0". Our dispatch personnel will inform an on-duty supervisor of your needs and your complaint will be taken by the supervisor as soon as possible.
- You also have the option of coming to the Police Department and speaking to any supervisor.
- During the business hours of 8:00 a.m.—5:00 p.m., Monday through Friday, you can contact the Professional Standards Division at (803) 329-7225.

What Happens When a Complaint Is Filed

- You will be asked to complete an Affidavit For Complaint Investigation Form. You may be asked to prepare a written statement to clarify details and supplement the information we received in order to resolve your complaint.
- Your complaint will be reviewed by the supervisor of the Internal Affairs Unit. The Internal Affairs Unit will then assign a supervisor to investigate your claims.
- We will make every attempt to investigate your complaint in a timely manner. Occasionally we will require additional time to properly investigate your claim.
- Once the investigation is completed, you will receive a letter from the Chief of Police or another supervisor indicating the outcome.

Outcomes are reported in one of five ways:

1. **Sustained** - Allegation is true and action taken was inconsistent with policy.
2. **Not Sustained** - There is insufficient evidence to confirm or to refute the allegations.
3. **Exonerated** - Allegation is true but action taken was consistent with policy.
4. **Unfounded** - Allegation is demonstrably false or there is no credible evidence for support.
5. **Policy Failure** - Allegation is true but action taken was not inconsistent with policy and there is an indication of a need for policy review.