

PUBLIC COMPLAINT STATEMENT FORM

NAME: _____ DATE: _____

ADDRESS: _____

TELEPHONE NO. (If available): _____

EMPLOYEE NAME(S) (If known): _____

DATE OF INCIDENT: _____ TIME OF INCIDENT: _____

LOCATION OF INCIDENT: _____

DESCRIPTION OF COMPLAINT (Please include any witnesses to complaint):

Signature of Complainant

IF YOU NEED TO ADD MORE INFORMATION, PLEASE ATTACH ADDITIONAL
PAPER TO THIS STATEMENT FORM. THANK YOU.

PUBLIC COMPLAINT INSTRUCTION SHEET

TO WHOM IT MAY CONCERN:

The Greenville Police Department can only solve problems within the community with the help of the public. This help and cooperation can be damaged when the public has been, or believe that the police department has treated them improperly or unfairly. It is the job of the administrators of the Greenville Police Department to investigate complaints in an effort to improve the quality of police service. The following questions and answers are designed to provide information to any person who wishes to make a complaint against the Greenville Police Department.

DOES THE DEPARTMENT WANT COMPLAINTS?

No department likes to receive complaints, but if this department, or any of its members have failed to perform their duties fairly or properly, we want to know. This is how problems are remedied, and services improved.

WILL YOU INVESTIGATE MY COMPLAINT?

The Greenville Police Department shall investigate all complaints against the GPD or it's members. As per the agreement between the City of Greenville and the Greenville Patrol Officer's Association, Section 7.3, the GPD shall require that all public complaints received against a bargaining unit employee not be anonymous. The Greenville Police Department shall have the right to investigate any serious anonymous or unsigned complaint, but if no substantiating evidence is discovered, the complaint shall be considered unfounded.

WHO SHOULD I GO TO FIRST?

The most efficient way to make a complaint is to come to the Greenville Police Department between 8 AM and 4 PM if possible. Inform the dispatcher that you would like to make a complaint, and he/she will put you in contact with the proper person; based upon a procedure established by the department. However, complaint forms are available in the lobby of the Greenville Police Department 24 hrs. a day/7 days per week.

DO I HAVE TO COMPLAIN IN PERSON?

No, complaints will be accepted by mail or phone, however, you will be asked to give a written statement if you initially call in a complaint by phone.

IF I AM UNDER 18 YEARS OLD, DO I STILL HAVE A RIGHT TO COMPLAIN?

Yes, but we prefer that you bring a parent/guardian with you when you come to make a complaint.

WILL I HAVE TO WRITE OUT MY COMPLAINT?

Yes. Written complaints tend to contain more detail. If assistance is required to fill out the complaint, someone else may write out the complaint for you.

HOW CLOSELY WILL YOU INVESTIGATE MY COMPLAINT?

Complaints will be investigated very closely. We want to find out what went wrong, if anything, and correct the problem so our working relationship with the public can be restored.

CAN I GET IN TROUBLE FOR MAKING A COMPLAINT?

Not if you are telling the truth. Prosecution may be considered in cases where the complaint is a malicious or false allegation. It would be legally improper and unethical to even attempt to bring charges against a person who has filed a complaint in good faith.

WHAT WILL HAPPEN TO THE OFFICER?

What happens to the officer depends on the circumstances of the complaint. The Greenville Police Department has a discipline policy, which outlines the types of discipline that can be given to a member of the department. The Chief of Police or his designee may contact you when the investigation is completed.

WHAT IF I AM NOT SATISFIED WITH THE INVESTIGATION?

If you are not satisfied with the results of the investigation, you may contact the City Safety Director, who is the next step above the Chief of Police in the command structure. Other options available are your representative on City Council, or, if applicable, the City or County Prosecutor or a private attorney.

Sincerely,

Dennis L. Butts
Chief of Police

GPD406A
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