



MISSION STATEMENT

It is the mission of the Greenville Health Authority Police Department to provide a safe, secure environment for all patients, employees, contractors, students, and visitors at assigned hospitals. This mission is to be accomplished through the Greenville Health Authority's vision of healthcare and public service. The Greenville Health Authority Police Department will enforce all laws of the State of South Carolina and educate the community on safety and risk avoidance issues to accomplish our mission.

YOUR COMPLAINT IS IMPORTANT

The Greenville Health Authority Police Department and its members are aware of the important responsibilities and duties they have as public servants and law enforcement officers. We operate under the constitutional guarantees afforded to everyone and under the laws that govern us all. In addition, we must maintain trust and integrity within the community we serve. As an organization, this department tries very hard to provide the highest level of quality police service. Policing is a very difficult and complex job in today's society, and we realize that mistakes can be made and that the actions of our personnel may fall short of your expectations. The courteous receipt of complaints, thorough and impartial investigation and just disposition of complaints are important in maintaining the high level of service we strive for and the confidence of our community. Citizen participation in the complaint process is critical to achieving those goals. We are committed to accepting and investigating complaints regarding the actions and performance of any member of this department.

UNDERSTANDING THE PROCESS

A complaint may be filed with the department by calling 864-455-7931 and asking to speak to the on-duty Police Sergeant, or in person at the Greenville Health Authority Police Department. The department has developed a "Complaint and Inquiry Form" that will guide you in supplying the information generally needed for us to conduct an effective investigation. The form is available at the Greenville Health Authority Police Department at 701 Grove Road, Greenville, South Carolina 29605 or online at <http://www.greenvillehealthauthority.org>

If you need assistance in filling out the form or want to speak with someone personally about your complaint, ask to see or call a supervisor at the above location.

If you want to make a complaint in person but are not able to travel to our police department or not comfortable doing so, contact the on-duty Police Sergeant at 864-455-7931.



Whichever method you choose to file your complaint, please provide all information you have that would assist us in the investigation, including:

- Date, time and location of the incident.
- Names, badge numbers, and/or car numbers of the police officers involved.
- Names, addresses, and phone numbers of any witnesses.

THE INTERVIEW

A Sergeant will usually review your complaint with you, either in person or by phone. There are occasions when the complaint actually involves another police department or other agency or where the supervisor may be able to explain the actions of our personnel to your satisfaction. In those cases, if you are satisfied with the explanation or assistance provided, then the matter will go no further. However, if the complaint is not resolved, it will be sent to the Internal Affairs Coordinator for full review and appropriate action.

THE INVESTIGATION

The Internal Affairs Coordinator will review all complaints that are not resolved to the complainant's satisfaction and decide on a course of action. You may be asked for further information and/or to provide a sworn statement during the course of an investigation.

HOW LONG DOES THE PROCESS TAKE?

The department generally requires that complaint investigations be completed within 15 days of receipt of the complaint. The Chief of Police may extend that time due to circumstances that prevent completion of the investigation, such as difficulties in locating witnesses or evidence. You may contact the department at any time while your complaint is pending to check on the status of your complaint.

WHAT HAPPENS AFTER THE INVESTIGATION IS COMPLETE?

The Internal Affairs Coordinator will review each complaint investigation with the Chief of Police. After reviewing the case, the Chief of Police will decide if the facts and evidence warrant disciplinary charges against a member of the department or if other corrective action should be taken. For example, even if charges are not brought, the Chief of Police may decide that an officer should receive additional training or that departmental policies or procedures underlying the complaint should be changed.



WHAT IF A MEMBER IS FOUND TO BE IN VIOLATION OF DEPARTMENTAL RULES, PROCEDURES OR POLICIES?

The Internal Affairs Coordinator will provide the Chief of Police with recommendations for any discipline or corrective action, based on the conduct involved and any charges brought. Depending on the severity of the violation, a range of penalties may be imposed, including verbal or written warning including, but not limited to, termination from employment. Other corrective actions include re-training or counseling by supervisory or command staff. The Chief of Police is the final departmental authority for discipline.

YOUR RIGHTS AFTER THE INVESTIGATION

You will be notified of the findings and disposition of your complaint. Please be sure to keep the Internal Affairs Coordinator informed of any change in your address. If you are dissatisfied with the disposition of your complaint, you may make an appointment with the Internal Affairs Coordinator or the Chief of Police to discuss the complaint disposition.

POLICY

Anyone who files a complaint against a member of the Greenville Health Authority Police Department shall be treated with courtesy and respect. Notwithstanding the fact that a complaint has been filed, no member of the department shall fail to always provide professional police service to the complainant and others involved in the complaint process. No member of the department shall improperly dissuade someone from filing a complaint or retaliate against a complainant or witnesses. Any violation of these policies should be reported directly to the Internal Affairs Coordinator or Chief of Police.