

Complaint Procedures

All complaints, whether through an identified or anonymous complainant, regarding the police department or one of its employees will be investigated. The investigation may be either formal or informal depending on the type and severity of the allegations made. Minor infractions of policies, procedures or other rules may be handled at the supervisory level through counseling, training or admonishment. Attempts to resolve your complaint informally can be made by the supervisor.

Allegations of crimes or serious rule infractions will be documented and handled more formally through and Internal Affairs function. If sustained, these allegations could result in a member's discipline up to and including suspension, demotion or termination.

Any member of the Department may take the initial information for a complaint. Complaints should be made in person to an officer and the complainant will be asked to sign the form and provide a telephone number at which the investigating officer may contact them. Depending on the circumstances and information that you provide, you may be contacted again for additional information.

If a complainant files a complaint that could cause an officer to be disciplined to an extent of being suspended, demoted or terminated, the complainant may be asked to provide a taped interview for transcription. If the complainant is unwilling to sign the form or makes the complaint by telephone and is unwilling to file a report, the complaint will be handled in an informal manner and investigated by a supervisor.

Generally, supervisors or investigators have 30 days to conclude an investigation unless a command officer because of extenuating circumstances extends that time. If necessary, you may be contacted s investigations process. The police officer(s) concerned will be informed of the substance of the complaint unless to do so would prejudice the investigation.

Upon completion of the investigation and determination of the appropriate action, you will be notified of the "Conclusion of Fact" resulting from the investigation. If a supervisor handled the complaint, you may be contacted directly by that supervisor. If the complaint was handled formally, the investigator and successive levels of command will recommend to the Chief of Police one of several alternative findings based on provable facts of the investigation. These alternatives include:

- 1) Sustained
- 2) Not Sustained
- 3) Unfounded
- 4) Exonerated
- 5) Policy Failure

The Chief of Police will, after review of the investigation and subordinate recommendations, make the final determination for the action, if any is necessary, to be taken. This is the point in time when you will be notified of the outcome of the complaint.

The Department's rules and regulations concerning the Internal Affairs functions are available to the public upon request. Ask for SOP # 104 of the Department's Policy Manual. Forms can be mailed or delivered to the address listed.

**GSP Airport Police
Office of Professional Standards
2000 GSP Drive Suite 1
Greer, SC 29651
864-848-6240**

You may email the completed form to the Chief of Police at:

bwelborn@gspairport.com

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If the complainant is unwilling to sign the form or makes the complaint by telephone and is unwilling to file a report, the complaint will be handled in an informal manner and investigated by a supervisor.

Generally, supervisors or investigators have 30 days to conclude an investigation unless a command officer because of extenuating circumstances extends that time.

If necessary, you may be contacted sometime during the investigations process. The police officer(s) concerned will be informed of the substance of the complaint unless to do so would prejudice the investigation.

Upon completion of the investigation and determination of the appropriate action, you will be notified of the "Conclusion of Fact" resulting from the investigation. If a supervisor handled the complaint, you may be contacted directly by that supervisor. If the complaint was handled formally, the investigator and successive levels of command will recommend to the Chief of Police one of several alternative findings based on provable facts of the investigation. These alternatives include:

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Chief of Police
2000 GSP Drive Suite 1
Greer, SC 29651
864-848-6266

*Greenville Spartanburg
Airport Police Department*



Citizen Complaint Form

"To Protect and Serve"

**GREENVILLE SPARTANBURG AIRPORT POLICE DEPARTMENT
CITIZEN COMPLAINT FORM**

Complainant Information:

Name: _____ Date of Statement: _____

Address: _____

City/State/Zip: _____

Phone Number(s): (Home): _____

(Work): _____

Incident Information:

Date of Incident: _____

Time of Incident: _____

Location of Incident: _____

Name of Witness: _____

Address: _____ (Phone) _____

Witness: _____

Address: _____ (Phone) _____

Name of Officer(s) involved: _____

Summary of Incident (Use additional pages if needed): _____

NOTE: Initial any corrections you have made or crossed out.

I MAKE THIS STATEMENT OF MY OWN FREE WILL AND ACCORD, WITHOUT REWARD OR INTIMIDATION.
ALL OF THE ABOVE IS THE TRUTH.

(Signature)

Date

Witness: _____

Employee receiving Form: _____

Date Received: _____

Summary of Incident (Continued): _____

(Signature) Date