

## *Citizen Commendation/Complaint Process:*

### **How do I submit a commendation?**

Feedback from the community we serve is essential to the work done by Division employees. A compliment or commendation means a lot to our employees. When a commendation is submitted, the employee and their chain of command is notified. A commendation can be submitted through the [Feedback/Complaint/Commendation Form](#) on the Division website.

### **How do I file a complaint?**

A complaint may be made in person, in writing, by email, through the Division's website Form, or by telephone.

**Address:** 1415 Henderson St. (1600 Hampton St. Annex)

**Phone number:** 803-777-4215

**Email:** [haginsct@mailbox.sc.edu](mailto:haginsct@mailbox.sc.edu)

**Location of Division Form:** [Feedback/Complaint/Commendation Form - Law Enforcement and Safety | University of South Carolina \(sc.edu\)](#)

### **What happens after a complaint is filed?**

Following the filing of a complaint, an investigator from the Office of Compliance and Professional Standards will conduct a preliminary review. After the preliminary review, the complaint could be closed, be referred to a Bureau, or an investigation by Internal Affairs or an External Agency could be opened. Should an Internal Affairs investigation be necessary, the findings and recommendations from the investigation are sent to the Associate Vice President for the Division of Law Enforcement and Safety. The Associate Vice President will render a final decision on the complaint and any corrective actions, if applicable.

### **What is the purpose of a complaint review?**

The purpose of the review is to determine whether a Division employee violated Division policy or the law.

### **How long is the complaint process?**

The complaint review process involves a period normally lasting 30 days. The complainant will receive verification that the complaint has been received, status notifications and notification of the resolution of the complaint.

For additional details on the complaint process, please refer to [Division Policy 2.06](#).