



SURFSIDE BEACH POLICE DEPARTMENT

HOW TO MAKE A COMPLAINT

If you wish to make a complaint about the actions of an officer, civilian employee, or about the operation of the Police Department, you may do any of the following:

1. You may visit the Police Department and verbally convey your complaint to any member of the department. The Police Department is located at **811 Pine Drive, Surfside Beach, South Carolina, 29575**.
2. You may call the Police Department by phoning **(843)-913-6368** and asking to speak to an officer to take your complaint.
3. You may write/mail your complaint to the Police Department at **811 Pine Drive, Surfside Beach, South Carolina, 29575**.

If you wish, a supervisor can assist you in filling out a complaint record. This record will ask you to identify yourself and give specific details about your complaint.

Your complaint will be forwarded to the Chief of Police for review and assigned for investigation. You may be contacted by the investigating staff member and asked additional questions.

Most complaints can be resolved within fourteen (14) days. If it is determined that it will take more than fourteen (14) days to investigate the complaint, you will receive notice from the investigating staff member.

After your complaint has been investigated, the Chief of Police or their designee will contact you to explain the outcome and what has been learned. Some information may not be available, such as disciplinary actions, where covered by personnel regulations.