

Mission Statement

The City of Conway Police Department, enjoined in a partnership with the community it serves, shall provide efficient and professional police services in a fair and impartial manner, in order to reduce crime and maintain an excellent quality of life for all citizens.

The Conway Police Department is a full service Police Department providing professional crime prevention, crime detection, and investigative services. The Department's philosophy is to provide timely community-oriented policing responses to all calls for service in an attempt to provide every citizen with a resolution to all issues.

"Together, Building a Better Community"

COMMENDING EXCEPTIONAL PERFORMANCE

The best way to commend the actions of a police employee is to write a brief letter (or e-mail) describing the incident and the actions you think were exceptional. Information such as the date, time and location will help identify the employee if you do not know his or her name. If you choose not to write, you may ask to speak with the employee's supervisor and make a verbal commendation. Commendations received by the Chief of Police are forwarded to the employee and his or her personnel file. Although employees do not expect to be thanked for everything they do, recognition of exceptional service is always appreciated.



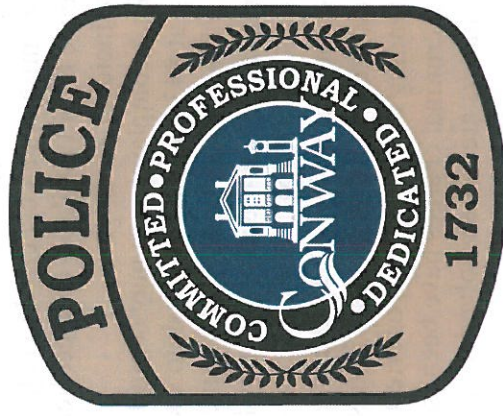
CITIZEN'S GUIDE TO
MAKING COMMENDATIONS,
COMPLAINTS AND
INQUIRIES

Emergency 911

City of Conway Public Safety Building
1600 9th Avenue
Conway, S.C. 29526
843-248-1790

Mailing Address
Post Office Box 1075
Conway, S.C. 29528

E-Mail Address
conwaypolice@cityofconway.com



Conway

Police Department
1600 9th Avenue
Conway, SC 29526

**"Together, building a better
Community"**

Dale Long
Chief of Police

Please visit us on the web at:
www.cityofconway.com

MAKING AN INQUIRY OR COMPLAINANT

An inquiry or complaint may be made at any time; however, complaints should be made within a reasonable time after the alleged misconduct occurred to help ensure evidence is still available and recollections of the incident are fresh.

To file a complaint, you may contact our office at 843-248-1790 and ask to speak with a Watch Commander. After the complaint has been received, you will be contacted by a Department supervisor. The complaint review procedure is *not* intended to resolve or mitigate issues surrounding traffic citations or arrest for which criminal charges have been issued; such matters are to be resolved through the judicial system.

COMPLAINT REVIEW POLICY

To ensure the integrity of the Department and to maintain the confidence of the public, all complainants against the Department or its employees will be thoroughly investigated.

HOW COMPLAINTS WILL BE INVESTIGATED

Minor Allegations

Allegations that a Department employee was overbearing or failed to perform his or her duty to the satisfaction of the citizen will normally be investigated by the employee's supervisor.

Serious Allegations

Allegations that a Department employee exercised unnecessary force, was derelict or neglectful of his or her duty, engaged in oppressive conduct or violated federal, state or local law will be investigated by the Internal Affairs Division.

COMPLAINT REVIEW PROCEDURE

The Department will make every effort to investigate complaints of misconduct. Complaints submitted by persons unwilling to cooperate in an investigation will be investigated to the fullest extent possible. Complainants are also invited to periodically contact the Office of Internal Affairs to determine the status of their complaint.

Witnesses named in the complaint will be interviewed regarding the incident and their statements recorded. The involved employee(s) will be interviewed, as well as any additional witnesses that may be discovered, and their statements will be recorded. If a criminal law violation is alleged and there is sufficient evidence to support the allegation, a parallel criminal investigation may be conducted. Criminal investigations will normally be conducted by the South Carolina State Law Enforcement Division at the request of the Department.

All complaints will be investigated to the extent allowed by available information. It is intended that most investigations will be concluded within 30 days; however, more complex complaints may require a longer time frame. Complainants will be notified, in writing, upon the completion of the investigation.

The Department fully accepts its responsibility to investigate all complaints against its employees.