

MISSION STATEMENT



The men and women of the Lexington Police Department are dedicated to building a strong Lexington. Through the delivery of exemplary service with a focus on problem solving, we are committed to enhancing the quality of life in our neighborhoods by building a partnership with the community we serve.



The Lexington Police Department is a State Accredited Law Enforcement Agency.



LEXINGTON POLICE DEPARTMENT

111 MAIDEN LANE
LEXINGTON, SC 29072
TELEPHONE: 803-359-6260\
FAX: 803-951-4643
EMERGENCY: 911

LEXINGTON POLICE DEPARTMENT

COMPLAINT PROCESS



"Building a partnership with the community we serve."

Telephone: 803-359-6260
Fax: 803-951-4643

YOUR COMPLAINT IS IMPORTANT



The Lexington Police Department is dedicated to provision of the highest possible quality of law enforcement service to the public. Policing is a difficult and complex occupation in today's society, and we realize that mistakes can be made. In order to insure that the quality of service rendered does not fall short of what is expected, the department is committed to receiving and accepting complaints regarding the actions and performance of our personnel.

The members of the department are aware of the inherent responsibilities and duties they shoulder as public servants and that the department operates under the constitutional guarantees afforded to all citizens and governing federal, state and local laws. Therefore, the courteous receipt and impartial investigation of complaints are important in maintaining the confidence of the public we serve.

UNDERSTANDING THE PROCESS

A complaint can be made with the Lexington Police Department in the following ways:

- Go to the Police Department at 111 Maiden Lane, Lexington, SC and request to speak with the on-duty supervisor or a member of the Office of Professional Standards.
- Call the Lexington Police Department and request to speak with the on-duty supervisor or a member of the Office of Professional Standards at 803-359-6260.
- Write a letter to the Office of Professional Standards at 111 Maiden Lane, Lexington, SC 29072 (Fax: 803-951-4643).

The officer receiving your complaint will attempt to make the process as easy and comfortable as possible for you. Information that you should attempt to provide to assist in the inquiry would include:

- Date, time and location of the incident;
- Names of the department members involved; and
- Names, addresses and telephone numbers of any witnesses.

THE INTERVIEW



An officer will address the complaint with you. It may be possible that the officer will be able to explain the employee's actions to your satisfaction. If, after this discussion, you are satisfied with the explanation and assistance provided, then no further action will be taken. However, if the complaint is not resolved at that time, the officer will make a record of your complaint and forward it to the appropriate personnel.

AFTER THE COMPLAINT IS MADE

A record of your complaint will be forwarded to the Office of Professional standards for review and assignment. At that time, it will be determined if the complaint should be handled by the involved employee's supervisor or to initiate investigation by the Office of Professional Standards.

If the complaint is of a serious nature, you may be asked to talk to officers assigned to conduct the investigation. Depending on the facts of the incident, the complaint may be referred to an outside agency for investigation.

LENGTH OF THE PROCESS



The department requires that investigations of complaints be completed within 30 days from the time they are received. This period may be extended if circumstances prevent the completion of the investigation and make an extension necessary. You will be notified when the investigation of the complaint is completed.

WHAT HAPPENS AFTER THE INVESTIGATION?

The results of each investigation will be discussed with the Chief of Police and appropriate members of the staff. If evidence supports a violation of department regulations only it will be handled internally. If the matter is criminal in nature, it will be forwarded to the appropriate jurisdiction.

WHAT IF A MEMBER IS IN VIOLATION OF AGENCY REGULATIONS?



The findings of the investigation will be forwarded to the Chief of Police for consideration of disciplinary action. In severe cases, this may result in termination of employment, reduction in rank or suspension. Other less severe sanctions include training, verbal reprimand or written reprimand. The Chief of Police is the final authority concerning disciplinary action.

YOUR RIGHTS AFTER THE INVESTIGATION

You will be notified of the disposition of your complaint. If you are dissatisfied with the finding, you may make an appointment with the Chief of Police to discuss the case.

COMMITMENT



Anyone who makes a complaint against a member of the Lexington Police Department shall be treated with courtesy and respect. Notwithstanding the fact that a complaint was made, no member of the department shall fail to provide professional service at all times to the complainant.

ETHICAL PRINCIPLES

INTEGRITY

Lexington Police Department employees should adhere to a personal code of conduct which supports the moral values necessary for good government and advances the purpose and mission of the department.

HONESTY

Lexington Police Department employees should be truthful and sincere in of their interactions with the public and with each other. They should avoid the appearance of wrongdoing and should confront and challenge any unethical behavior.

RESPECT

Lexington Police Department employees should discharge their duties with care, compassion and concern for the well-being of all those they serve. They should recognize the inherent worth and dignity of all persons regardless of race, color, sex, age, religion, national origin, physical or mental handicap, or social-economic status.

FAIRNESS

Lexington Police Department employees should make decisions in a fair, objective and impartial matter.

ACCOUNTABILITY

Lexington Police Department employees should take responsibility for their own actions and decisions and protect the public trust by upholding the constitution and laws of the United States, State of South Carolina and Town of Lexington.