

Citizen Commendation/Complaint Process - Frequently Asked Questions

How do I commend an employee of the department?

There is no greater form of recognition an employee can receive than a compliment from those they have assisted. A few words of thanks from a citizen means a great deal. In cases where a letter of appreciation from a citizen is submitted, the employee and his/her chain of command, including the Sheriff, are made aware of the outstanding performance. A copy of the letter is then placed in the employee's personnel file.

Can I file a complaint about an employee?

We understand that policing demands diverse skills and is a difficult, complex and ever-changing profession. We also realize that employee performance occasionally might not meet the public's expectations. The Sheriff's Department encourages citizens to file complaints if they think a complaint is warranted. The Sheriff's Department requires that all complaints be investigated.

How do I file a complaint about an employee?

The Sheriff's Department has implemented procedures for timely resolution of citizen complaints. A complaint can be made in the following ways:

- Go to the Lexington County Sheriff's Department at 521 Gibson Road in Lexington and ask to speak with the inspector for professional standards. If the inspector is unavailable, ask to speak with a professional standards sergeant (after normal business hours you can ask to speak with the on-duty watch commander).
- Call the inspector at:
(803) 785-2421 or,
Sergeant at:
(803) 785-2485 or,
(803) 785-2495
- After Hours at:
(803) 785-8230
- Write a letter or call the Sheriff's Department directly at:
Sheriff Bryan "Jay" Koon
Lexington County Sheriff's Department
P.O. Box 639
Lexington, S.C. 29071
803-785-8230

If necessary, the inspector or his representative, will meet with you at a mutually agreeable location. You will be asked to complete and sign a written statement regarding your complaint. Information that you provide might include:

- Date, time and location of the incident;
- Name of the employee involved; and
- Name, address and phone number of any witnesses.

What happens after a complaint is filed?

Your complaint will be forwarded to the inspector for evaluation and assignment. The inspector will determine whether the complaint should be handled by the employee's supervisor or if an internal affairs investigation should be initiated. Depending on the circumstances, the complaint could be referred to another agency to investigate.

How long is the complaint process?

The Sheriff's Department requires that all investigations be completed within 30 days. Unforeseen circumstances might necessitate an extension. You will be notified when the investigation is completed.

What happens if an employee is found to be in violation of departmental rules?

The bureau commander who supervises the employee will be provided with the results of the investigation and will determine if discipline is warranted. In severe cases, disciplinary actions might include termination of employment, reduction in rank or suspension without pay. Less severe sanctions might include training and/or counseling by peers or supervisory/command staff.

What does an inspector do?

The LCSD inspector is a sworn law enforcement officer who is charged with the supervision and direction of the Professional Standards Division.

The inspector reports to the agency's chief deputy and has the responsibility to monitor and coordinate the internal affairs function, as well as other duties as assigned. The inspector can be reached at 803-785-2421.