

Hartsville Police Department

Citizen Complaints



If you have any questions concerning the complaint process, please call or come by the Police Department, Monday – Friday 9am-4pm.

Hartsville Police Department

135 West Carolina
Hartsville, SC 29550
Phone: 843.383.3011
Fax: 843.383.3037



**Professional Service
since 1891**

Phone: 843.383.3011

Hartsville Police Department – Citizen Complaint Information



What is a Citizen Complaint?

As a citizen, you may encounter the police in a variety of ways; as a suspect or victim of a crime, a witness to an event, or during a traffic stop.

Policies and procedures require the police to interact with the public in a professional manner. If you feel the police have not treated you in a fair and professional way, or you witness an officer doing something inappropriate, illegal or morally wrong, you may fill out a Citizen Complaint form at the Police Department.

What will happen?

Once you have completed the form, it will be reviewed by a Lieutenant, and may be sent to the Chief. Depending on the nature of the complaint, an Internal Investigation may be started.

You may be called back for further statements or information.

If the complaint is serious enough to merit an Internal Investigation, you will receive information on the status of your complaint, and you will be notified as to the outcome.



When should you Not complain?

If you disagree with a ruling in court. This is what appeals and lawyers are for. As long as you were treated professionally, court decisions come from the judge, and can only be challenged through the court system.

If you are just complaining to “get out of trouble”.

If you are making something up because you don't like an officer. The department takes false complaints very seriously, and will prosecute anyone making false allegations.

The Hartsville Police Department takes all citizen complaints seriously.

All complaints will be investigated.

If you have any questions about a complaint you have lodged, call the Police Department for an appointment to come in and discuss it.