

# LANDRUM POLICE DEPARTMENT

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The Landrum Police Department strives to provide the highest level of performance for the citizens we serve. While not all encounters will be pleasant due to the nature of law enforcement, we, as an agency recognize the need for professional performance by all of our members. As such, we want to hear when our employees provide service that a citizen perceives as professional or unprofessional. We are committed to reviewing the actions of all of our employees in our effort to continually improve the level of performance of this agency.

## Help Us Improve the Service to Our Community

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### Landrum Public Service Report

The Landrum Police Department provides law enforcement service to our community. Landrum has trained its personnel to provide consistent and professional service. As a member of our community, you can assist us in ensuring that this level of service maintains that high level of expectation. We encourage your participation. We want you to give us information when you observe actions by this agency or individual police employees which you believe needs our attention. These can be both those actions which you find rewarding and those you might believe are not at an acceptable level of professional police service. You may report your observations in person, by letter or on the telephone. You should expect that your initial contact will be with a supervisor of our agency. The supervisor will prepare the actual report and conduct a preliminary investigation. This is to ensure that all relevant and available information is gathered when it is still fresh. Your cooperation is very important particularly in identifying witnesses and allowing us to accumulate evidence including photographs and medical treatment records, if necessary. A member of this agency will be assigned to investigate your report. You should expect to hear from that person within a couple of days. The investigator will attempt to arrange for a convenient time and location to conduct a formal interview with you. This interview, as are all of our interviews, will be tape recorded. An essential part of this investigation is the direct contact with the involved police employees. In the case of a commendation, your report will become part of his/her personnel file. In other cases, they will be interviewed in a similar fashion to your interview. These police employees will be instructed not to contact you unless it is in response to a police service need. We strive to complete all of these Public Service Report investigations within 30 days. Normally the review process takes a few more days. You will be notified of the outcome of the investigation. Citizens, such as you, are valuable eyes and ears for our community and this agency. We respect your input, both good and bad. Whenever you see police actions which you believe we should be aware of, please report those to us.

**Complaints/Commendations will be accepted in-person, by phone, mail, or e-mail.**

It is the policy of this agency that the Internal Affairs function will accept and thoroughly investigate all complaints of alleged misconduct. Additionally, the investigator assigned to a complaint will ensure their follow-up investigation is fair, equitable, impartial, and fact based.

### **Making a Complaint Giving Commendation**

In order to ensure that you have sufficient avenues to reach us, you can contact us in any of the following ways. In all complaint cases you will be provided with an agency form to fill out.

1. Come to police department and notify on-duty personnel.
2. Call the police department
3. Call the Emergency Communications Center at (864) 596-2222.
4. Write a letter detailing your complaint/commendation and send it to the address listed below
5. Notify the Chief by email at [kris.ahler@cityoflandrumsc.com](mailto:kris.ahler@cityoflandrumsc.com)

### **LANDRUM POLICE DEPARTMENT**

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