



**Providing  
Professional  
Service While  
Partnering With  
Our Citizens**



**Citizen Complaints  
And  
Nominations for  
Commendation**

**INTEGRITY**  
**PROFESSIONALISM**



**Florence County Sheriff's Office  
Internal Affairs Unit  
6719 Friendfield Road  
Effingham, SC 29541  
Phone: 843-665-2121  
Email: [internalaffairs@fcso.org](mailto:internalaffairs@fcso.org)**



**Florence County Sheriff's Office  
6719 Friendfield Road  
Effingham, SC 29541**

## Personnel Complaints

This brochure provides information about filing a complaint on a deputy/employee or nominating a deputy/employee for a commendation. Here are some of the frequently asked questions

## Who Can File A Complaint?

Any person can file a complaint against a deputy/employee of the Florence County Sheriff's Office. If the complainant is under the age of 18, he/

## Types of Citizen Complaints

There are three levels of complaints: Level 1—Minor Complaints—This level is forwarded to the deputy's Captain who will investigate the complaint and forward the findings to the Internal Affairs Unit and the Sheriff. Normally completed in 7-14 days.

Level 2—Major Complaints—This level is investigated by the Internal Affairs Unit and upon completion will be forward to the Sheriff for disposition. Normally completed in 30 days.

Level 3—Criminal Complaints—This level is investigated by the Internal Affairs Unit. If the complaint is meritorious the investigation will be forwarded to SLED, to determine if criminal charges are warranted. Investigations will be completed in a timely manner.

## When Can A Complaint Be Filed?

A complaint can be filed during normal business hours (8:30am-5:00pm), Monday-Friday by contacting the Internal Affairs Unit directly. After hour complaints can be filed by contacting the supervisor on-duty who will forward the complaint to the

## How Can I File A Complaint?

A complaint can be filed:

By Phone: 843-665-2121

By Email: [internalaffairs@fcso.org](mailto:internalaffairs@fcso.org)

In Person: Internal Affairs Unit located at the Florence County Law Enforcement Center

In Writing: send a written complaint to:

Florence County Sheriff's Office  
Internal Affairs Unit  
6719 Friendfield Road

## What Happens After I File A Complaint?

When a complaint is filed and received by the Internal Affairs Unit it will be investigated appropriately.

Upon completion of the investigation (or the investigation being turned over to SLED) the complainant will be notified of the disposition of the complaint in writing within sixty (60) days.

## Nomination For Commendation

The men and women of the Florence County Sheriff's Office strive to provide the best possible public service to the citizens of Florence County. If you have experienced one of our deputies or employees performing an act of exceptional courtesy, compassion, life saving, or heroism you can formally submit a request to have the deputy/employee recognized for their actions.

Nominations can be made:

By Phone: 843-665-2121

By Email: [internalaffairs@fcso.org](mailto:internalaffairs@fcso.org)

In Person: Internal Affairs Unit located at the Florence County Law Enforcement Center

In Writing: send a written nomination to the Sheriff:

Sheriff TJ Joye  
Florence County Sheriff's Office

## Other Information And Assistance

For addition information or assistance contact the Internal Affairs Unit at:

**843-665-2121**