MYRTLE BEACH POLICE DEPARTMENT
ADMINISTRATION REGULATIONS
AND OPERATING PROCEDURES

Subject: ***Inmate Grievance System***	**Number:** ***322***
Effective Date: ***December 31, 2025***	**Revised Date:**
Rescinds: S-144 - Grievances	**Dated: 07-15-2015**

Approved By:

I. PURPOSE

The Inmate Grievance System provides inmates with a mechanism to formally raise complaints regarding conditions of confinement, actions by staff or other inmates, classification or custody-level decisions, and other matters directly affecting inmates. The system aims for timely, fair, and effective resolution while ensuring access regardless of custody level, classification, disciplinary status, disability, or other administrative factors.

The Myrtle Beach Police Department prohibits retaliation, harassment, intimidation, or interference against any inmate who files a grievance in good faith — including for disability-related or other protected complaints.

II. DISCUSSION

A. Access: All inmates shall have equal access to the grievance process. Assistance will be provided to inmates with limited literacy, disabilities, or language barriers.

B. Non-Retaliation: Inmates shall not face retaliation, punishment, or loss of privileges for filing grievances in good faith.

C. Transparency: All grievances will receive a written response with documented reasons for decisions.

D. Timeliness: All grievances will be addressed within prescribed timeframes, with special procedures for emergencies.

E. Broad Applicability: Inmates may grieve any issue relating to conditions of confinement except matters outside the facility's legal or operational authority.

F. Staff Participation: Staff members are encouraged to be involved in the creation, review, and continuous improvement of the grievance system.

III. PROCEDURE

A. If an inmate alleges an issue that is an immediate threat to the inmate's health, safety, or essential well-being, staff members will immediately take action to protect the inmate.

B. Due to the short-term nature of the MBPD Detention Facility, non-emergency grievances from inmates will be handled in the same manner and time frames as the Citizen Complaint Process found in MBPD Procedure 102.

C. If an inmate requests to write a grievance, the inmate will be escorted to the Identification Room as soon as it is practical to complete a Complaint Form. Inmates are not permitted to possess a pen or pencil inside their cell. Staff members will assist those inmates with limited literacy, disabilities, or language barriers in completing forms.

D. The Detention Supervisor will be notified when the inmate has completed the Complaint Form and will review it with the inmate. If the Detention Supervisor is the subject of the complaint, a higher-ranking Detention Supervisor or the Watch Commander will be notified and will complete the review.

E. Where appropriate and safe, inmates are encouraged to attempt informal resolutions with staff before filing the Complaint Form. This step is not mandatory for emergencies, allegations of staff misconduct, medical matters, or other sensitive issues.

F. Complaints that cannot be immediately resolved will be forwarded to OPS for logging, assignment, and follow-up.

G. The inmate will be provided with contact information for OPS and be advised that OPS will send a written disposition of the complaint when the investigation has been completed.