

Complaint Procedure

- A. All complaints against the Manchester Police Department and its employees will be received, investigated and appropriate action will be taken. This includes anonymous complaints.
- B. Complaints may be made by any person in writing, by telephone or in person, at any time of day or night to any employee of the Manchester Police Department.
- C. Procedures for the public to register complaints against the Manchester Police Department or its employees shall be maintained in the lobby of the Department's headquarters building. These procedures can also be obtained from the Customer Service window.
- D. Complaints from Members of the Public.
 - 1. By Mail. All correspondence received containing complaints shall be forwarded to the Chief of Police, where they shall be officially received. The Chief of Police or his/her designee will then ensure that:
 - a. A letter of acknowledgment is sent to the complainant assuring the complainant that the complaint is under consideration, and
 - b. A Supervisor is assigned to receive the complaint and begin a preliminary investigation.
 - 2. Walk-in or Telephone Complaints. All walk-in and telephone complaints will be referred to a Sergeant of the subject employee's respective Division. If that supervisor is unavailable, a Uniformed Services Section Shift Supervisor will receive the complaint. *A preliminary investigation will be initiated in all cases.*
 - 3. In the Field. Any Manchester Police Department employee approached in the field by a complainant expressing allegations of misconduct shall direct the complainant to contact the Manchester Police Department in person or by telephone. The procedures outlined above and will be followed:
 - a. The employee contacted will also notify his/her Supervisor of the complaint,
 - b. If a Supervisor is approached in the field, he/she will handle the complaint as if it were a walk-in complaint.
 - 4. Periodic status reports will be provided to the complainant during the course of the investigation.
- E. Receiving Complaints from Police Department Employees.
 - 1. Consistent with the philosophy of maintaining a professional law enforcement organization, it is the duty of any employee who becomes aware of misconduct on the part of another employee, to report the misconduct to their Supervisor.
 - 2. Supervisors who become aware of misconduct on the part of a subordinate will utilize the procedures set forth above.
- F. Disposition.
 - 1. The Chief of Police shall determine the final disposition of all complaints and allegations.

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2. Within seven (7) days of determining the final disposition, the Chief of Police will notify the complainant, the subject employee, and the subject employee's Division Commander.