
Message from
Chief Nick Willard

The Manchester Police Department will maintain professional standards to ensure agency integrity, efficiency, and the fair and impartial administration of law enforcement in the Manchester community. The Professional Standards Unit is responsible for meeting this challenge.

The Professional Standards Unit is responsible for the administration of personnel complaints and internal investigations in a prompt, thorough, and judicious fashion. The unit reviews all positive and negative disciplinary matters, incidents involving the use of force, police-involved automobile accidents, police pursuits, employee evaluations, and probationary reports.



“The Professional Standards Unit will ensure the high standards that are required of the members of the Manchester Police Department.”



Office of Professional Standards
Operated under the direction of:
Captain Maureen Tessier

Primary Business Telephone
(603) 792-5473
Administrative Fax:
(603) 668-8941

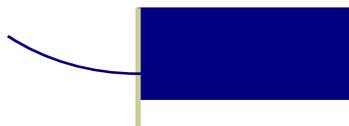


Manchester Police Department
405 Valley Street
Manchester, New Hampshire 03103

A Nationally Accredited Law Enforcement Agency



**Professional
Standards**



**Manchester
Police
Department**



**Procedure for Filing
Compliments or Complaints
Against a
Manchester Police Employee**



To Commend Exceptional Performance by a Manchester Police Employee :



The best way to commend the actions of a Police Department employee is to write a brief letter describing the incident and the actions you think were exceptional. Information such as the **date**, **time**, and the **location** will help identify the employee if you do not know his/her name.

If you choose not to write, you may ask to speak to the employee's **supervisor** and make a verbal commendation. Commendations received by the **Manchester Police Department** are forwarded to the employee with a copy placed in his/her **personnel file**.

Although our employees do not expect to be thanked for everything they do, recognition of exceptional services is always welcomed. This kind of **feedback** helps us know if we are doing a good job.

The Professional Standards Unit will ensure high standards. The preservation of these standards will continue to enhance the positive relationship between the Manchester Police department and the community it serves.



To File a Complaint Against a Manchester Police Employee:



Complaints will be accepted from any source, whether made in **person** (351 Chestnut Street), by **mail**, or over the **phone** (603-668-8711 ext. 307). You may also submit a complaint via **e-mail** to manchesterpd@manchesternh.gov.

The Professional Standards Unit, when it becomes aware of complaints or allegations against a department member, may conduct an independent **investigation** or may refer the complaint to the appropriate command for investigation.

The average case takes **30 to 90 days** to complete, this would depend on the complexity of the case and availability of witnesses. Once the investigation is concluded, the Chief of Police will **notify you** by mail of the findings.



Final Disposition of complaint cases may be any of the following:

1. Sustained:

The allegation is substantiated.

2. Unfounded:

The allegation is false or not factual

3. Exonerated:

The incident occurred, but the member/employee acted lawfully, properly and in accordance with procedure.

4. Not Sustained:

The allegation is not substantiated. No sufficient evidence was uncovered to prove or disprove the allegation.

5. Misconduct Not Based on Complaint (Sustained):

Substantiated misconduct which was not based or alleged in the initial report

