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.

Office of Professional Standards
Operated under the direction of:
Lt. Maureen Tessier

Primary Business Telephone
(603) 668-8711
Administrative Fax
(603) 668-8941

Manchester Police Department
405 Valley Street
Manchester, New Hampshire 03103

A Nationally Accredited Law Enforcement Agency

Procedure for Filing Compliments or Complaints Against a Manchester Police Employee
Complaints will be accepted from any source, whether made in person (405 Valley Street), by mail, or over the phone (603-668-8711 and ask to speak with the Officer In Charge). You may also submit a complaint via e-mail to manchesterpd@manchesternh.gov.

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.

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 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.