



Manchester Police Department

Article 29.1 Citizen Compliments/Complaint Process Updated: 7/25/2024

ARTICLE 29.1 CITIZEN COMPLIMENTS/COMPLAINT PROCESS

Citizens have the afforded right to have their concerns and or complaints heard. If a citizen wishes to compliment or commend an officer's actions; please do so by sending an email to info@manchestermd.gov asking same to be forwarded to the Chief of Police or access the new Compliment/Complaint Portal on the the Town's Web-Page, under the Police Information Icon. An employee shall courteously and promptly accept any allegation or complaint made by a citizen against any employee of the Manchester Police Department.

Complaints will be handled by the Police Chief or his/her designated Officer in charge at the time, the complaint is lodged. The receipt and processing of all complaints shall be in conformance with established Departmental procedures.

Policy: The Manchester Police Department will investigate all complaints against the agency and its members. Complaints provide feedback as to how the community perceives members and information for management to make corrections, or implement positive appropriate action through training and policy changes. Investigation of complaints protects members from unwarranted allegations and criticism for properly conducting their duties.

Purpose: To establish procedures for conducting an impartial investigation and review to clear the innocent, establish guilt of the wrongdoers, and to facilitate fair, appropriate, and consistent disciplinary action. The goal is to conduct a fair and impartial investigation.

Internal Complaint Processing

The Manchester Police Department is a small Town agency, and as with most comparable Police departments, it does not have an Internal Affairs dedicated section. The Chief of Police and or his/her designee is responsible for, and supervises the investigation of **all** Complaints or allegations involving members of the Manchester Police Department, unless otherwise and reasonably directed. This process is monitored by the Police Accountability Board for Carroll County. There will be cases due to the nature of; that will require the Police Chief to request/coordinate with an Outside Law Enforcement Agency or other Law Enforcement Entity to conduct the investigation. Including but not limited to the State's Attorney's Office. The process is established to ensure a fair, impartial and thorough investigation.



Manchester Police Department

Article 29.1 Citizen Compliments/Complaint Process Updated: 7/25/2024

Reported Complaints

The Manchester Police Department's Police Chief, Mayor and Council will ensure that all complaints are thoroughly investigated. An individual may file a complaint of police misconduct with the Manchester Police Department or Administrative Staff for the Town of Manchester, and or the Police Accountability Board for Carroll County Maryland.

You may file a complaint in person, by telephone, email or U.S. Mail correspondence, and or call 911 and request to speak with a supervisor. The Town of Manchester can be reached at **410-239-3200** and ask to speak with the Town Administrator or call the Manchester Police Department at **410-239-6900** and ask to speak with the Police Chief. If they are not available, **their voicemail is available 24/7**. If you leave a message and your contact information, the Police Chief or Town Manager will return your phone call. Their emails are also available on the Town's Web Page.

We have updated our system to IA-PRO and our compliment/complaint Portal is located on the Town of Manchester's Web-Page under the Police Information Icon. You can also continue to email us or call. Once you file a complaint, we will provide online tracking capabilities, but you will also receive updates and or call the Police Chief directly.

COMPLAINT MEDIATION is one of the several alternate dispute resolution techniques that are used to settle disagreements or conflicts. It is based on the voluntary participation of the disputing parties who agree to discuss their differences in the presence of a third party, an independent, trained mediator. Mediation calls for a "good faith" conversation between the disputing parties in a safe environment where they can meet and air their views about the events or issues that created the dispute. The mediation process is intended to develop mutual understanding between the conflicting parties with the goal of resolving the dispute.

The Manchester Police Department will work in conjunction with Carroll Community College to provide mediation services for certain minor complaints involving law enforcement officer(s) and members of the community.

The Manchester Police Department recognizes that the traditional standard investigation and adjudication process used to investigate complaints does not provide opportunities for complainants and police officers to interact in a controlled setting in a way that is calculated to increase mutual understanding and bring closure to minor problem incidents.



Manchester Police Department

Article 29.1 Citizen Compliments/Complaint Process Updated: 7/25/2024

Some complainants simply want to understand why an officer took a particular action or want an opportunity to explain their own actions to the officer. Other complainants want to retain some control over how their complaint is handled rather than turning the complaint entirely over to the law enforcement agency or civilian administrative charging committees for decisions and resolution.

The Manchester Police Department believes that mediation can bridge the communication gap and create greater understanding and appreciation between community members and officers. Thus, the Manchester Police Department proposes to offer a Police Complaint Mediation Program as an alternative to its traditional standard complaint resolution process.

POLICE ACCOUNTABILITY BOARD (PAB): A Carroll County-appointed board empowered to receive Type 1 Complaints; hold quarterly meetings with law enforcement agency heads to improve matters of policing; review outcomes of disciplinary matters; make recommendations on changes to police policy; file an annual report to the governing body of the County.

The Maryland Office of the Attorney General's Independent Investigations Division ("IID") shall handle the investigation when there is a potential or actual police officer-involved death as mandated by Maryland Annotated Code, State Government Article, § 6-106.2. The highest-ranking sworn member shall immediately notify the IID at (410) 653-4474 and follow IID Protocol.

You may not be turned away or instructed to go to another location to lodge your complaint. Citizens making complaints are required to provide their name, mailing address and phone number or email if they wish to receive notification. Citizens will receive a response from a permanent rank supervisor within 72 Hours of the received complaint. The complaint does not need to be notarized.

All complaints are recorded and reported to the Chief of Police in a timely manner. Open Investigations will be posted on the Town Web-Site for a complainant who will be given specific information to follow the status of their complaint.

All complaints are documented in the department's Citizen Complaint Data Base which is currently IA Pro. At any time you call the Police Chief for update, concerns and or questions.

If an investigation is needed and initiated, the citizen/complainant will receive updates regarding their complaint. The portal where you can check for updates regarding your complaint can be located on the Town of Manchester's Web Page.

Manchester Police Department

Article 29.1 Citizen Compliments/Complaint Process Updated: 7/25/2024

Once the investigation is initiated, there will come a time when you will be requested for an interview.

VICTIM'S RIGHTS ADVOCATE (VRA): The Chief of Police shall act as the contact for matters related to police misconduct complaints. The Chief may delegate this function/responsibility to another sworn member of the department and or the Town Administrator.

On completion of an investigation, we will forward the investigatory files for the complaint to the Carroll County Police Accountability Board for review and recommendations.

POLICE ADMINISTRATIVE CHARGING COMMITTEE (ACC): A county-wide appointed committee, reviews the findings of the investigation. They may require further investigation; may issue subpoenas; issues a written opinion regarding internal investigation findings and recommendations; and records any failure of supervision that contributed to police misconduct.

The administrative charging committee must review and make a determination or ask for further review within 30 days after completion of the investigating unit's review. The process for review by the investigating unit through disposition by the administrative charging committee must be completed within one year and one day after the filing of a complaint by a citizen. You will be kept up to date.

COMMUNICATION OF POLICY

This policy is effective on the date listed herein. Each employee is responsible for complying with the contents of this policy. We are in the process of updating our complaint/compliment system.