



# Manchester Police Department

## **ARTICLE 5 CITIZEN COMPLIMENTS/COMPLAINT PROCESS**

### **5.24 Citizen Compliments or Complaints**

- A. Citizens should have the afforded right to have their concerns and or complaints heard. Also if a citizen wishes to compliment or commend an officer's actions; please to so by sending an email to [info@manchestermd.gov](mailto:info@manchestermd.gov) asking same to be forwarded to the Chief of Police. 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.

### **I. Internal Complaint Processing**

The Chief of Police or his designee is responsible for, and supervises the investigation of **all** complaints or allegations of misconduct directed against members of the Manchester Police Department. There will be cases which due to the nature of, or seriousness of; will require or request for the Carroll County Sheriff's office, or Maryland State Police or a certified outside police agency to investigate; for an impartial and fair investigation. ***All in accordance with Article 29-Internal Complaint Policy***

- A. Initial Filing of Complaints - Citizens are encouraged to use the Citizen Complaint Form (MPD 14-01) to document complaints alleging misconduct, if the complaint is not otherwise resolved. Use of the Citizen Complaint Form is not a requisite for filing a complaint. As an alternative,



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a citizen wishing to make a complaint against a Manchester police officer may do so by sending an email to [info@manchestermd.gov](mailto:info@manchestermd.gov) or by going directly to the Manchester Town Hall and Police Department. Citizens may make complaints in person, by telephone, or email. 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.

If an investigation is needed and initiated, the citizen in the complainant will receive updates regarding their complaint, at least once a month or week depending the length of the investigation and until it is resolved.

If you do not wish to file a complaint at a police facility, you may file a complaint directly to the Police Chief or Town Manager for the Town of Manchester or by calling **(410) 239-3200 or (410) 239-6900, 24/7**. If you leave a message and your contact information, the Police Chief or Town Manager will return your phone call.

If you are turned away from the Town Hall or Police Department, request to see the Police Chief and or Town Manager and request the name and badge number of the Police Officer or front desk personnel refusing to take your complaint.

Citizens are reminded that complaints of Excessive Force must be made within **90 days** and that all complaints of Excessive Force, Discourtesy, or Harassment must be put in writing but no longer need to be sworn to before an official authorized to administer an oath. A citizen's complaint will be reduced to writing and an investigation will be conducted.

**\* Making a false statement, report or complaint is punishable by a fine of \$500, or 6 months imprisonment, or both, in accordance with Article 27, Section 150.\***

Once the investigation is initiated, there will come a time when you will be requested for an interview. Some investigations may need to be transferred to the Hampstead Police Department, Carroll County Sheriff's Office or Maryland State Police for investigation; depending on the description of allegation. If the interview is recorded, you will be advised ahead of time.



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Note: All of the Manchester Police Department's Policies and Procedures are under review. As some become available, they will be placed on the website for your review. If you have interest in a particular policy, please send a request to [info@manchestermd.gov](mailto:info@manchestermd.gov)