



# Manchester Police Department

## Article 5 Citizen Compliments/Complaint Process

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

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

Citizens 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 do 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 Manchester Police Department is a small Town agency, and as with most comparable police departments, it does not have an Internal Affairs Section. The Chief of Police and or his/her designee is responsible for, and supervises the investigation of **all** complaints or allegations of misconduct directed against members of the Manchester Police Department, unless otherwise and reasonably directed. There will be cases due to the nature of, or seriousness of; that will require the Carroll County Sheriff's office, or Maryland State Police or a certified outside police agency to investigate; including but not limited to, the State's Attorney's Office, for an impartial and fair investigation. The Carroll County Police Accountability Board will play part in the decision. **All in accordance with Article 29-Internal Complaint Policy.**



# Manchester Police Department

## Article 5 Citizen Compliments/Complaint Process

### Reported Complaints

The Manchester Police Department's Command, Mayor and Council will ensure that all complaints if valid are thoroughly investigated. An individual may file a complaint of police misconduct with the police accountability board for Carroll County Maryland or directly with the Manchester Police Department or Administrative Staff for the Town of Manchester. All complaints are taken seriously and will be thoroughly investigated. Currently, and until the Accountability Board is established for Carroll County, complaints will be received directly by the Manchester Police Department and or The Town Administration for the Town of Manchester. You may do so in person by going directly to the Manchester Town Hall and Police Department. Citizens may make complaints in person, by telephone, or email. The best online alternative, is by sending an email to [info@manchestermd.gov](mailto:info@manchestermd.gov). Your other options is to dial 911 and ask to speak with a supervisor, or call The Town of Manchester 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.

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.

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

Once the investigation is initiated, there will come a time when you will be requested for an interview. Some investigations as stated 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. The investigation at that point will fall under their policy and procedures.



# Manchester Police Department

## **Article 5 Citizen Compliments/Complaint Process**

On completion of an investigation, we must forward the investigatory files for the complaint to the appointed Carroll County administrative charging committee, which is appointed by the Commissioners for Carroll County. 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.

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. There is also a fillable form forthcoming for complaints and compliments involving Manchester Police Officers. If you have interest in a particular policy, please send a request to [info@manchestermd.gov](mailto:info@manchestermd.gov)

### **COMMUNICATION OF POLICY**

This policy is effective on the date listed herein. Each employee is responsible for complying with the contents of this policy.