



MERRIMACK POLICE DEPARTMENT

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The Complaint Process

Complaints may be lodged against any employee of the department in person, in writing, or anonymously. All complaints will be carefully investigated, although anonymous complaints are sometimes difficult to substantiate, as the complainant is not available for an interview.

The complainant's initial contact will always be with a supervisory officer who will initiate the complaint process. Some complaints (those that do not involve allegations of criminal activity by the employee) may be resolved at this step of the process.

More serious allegations will generally require assignment to a specially assigned investigator. In these longer investigations, complainants will be regularly updated on the progress of the investigation, which shall be completed within 30 days (unless an extension is granted by the Chief of Police).

Complainants will receive written notification of the results of the investigation from the Chief of Police. Adjudications shall be classified as one of the following:

1. Sustained – this means that the allegation made in the complaint was proven to be true.
2. Not Sustained – this means that the investigation failed to either prove or disprove the allegation.
3. Unfounded – this means that the investigation indicated, by a preponderance of the evidence, the alleged act did not occur.
4. Exonerated – this means that the alleged act did occur, but that it was justified, legal, and proper under the circumstances.
5. Misconduct Not Based Upon the Complaint, Sustained – substantiated misconduct not alleged in the complaint.

If your complaint is sustained, you will be advised if disciplinary action was taken. However, because of confidentiality requirements, you will not be advised of the specific action taken. You may be assured that any action taken will be fair and just based upon the allegation and in consideration of the past history of the employee.