

Commending Superior Performance

If you wish to commend the actions of any Lincoln Police Department employee, you can:

- Contact the employee's supervisor and verbally express your praise; or
- You can write a letter to the Chief of Police explaining your praise.

Commendations received by the Chief of Police for any Lincoln Police Department employee results in the advising of the employee of your gratitude. Their actions and your appreciation are permanently entered into the employees personnel file.

When You Have Questions or Recommendations

The Lincoln Police Department is committed to quality service. Citizen cooperation and participation are essential if the department is to succeed in this goal. If you have questions about any specific action taken by the department, about how the department operates, or if you have a recommendation on how we can improve your police services, please call the Lincoln Police Department Administrative Office at (603) 745-9000.

Your questions or recommendations can also be mailed directly to:

Theodore P. Smith
Chief of Police

Lincoln Police Department

PO Box 488
148 Main Street
Lincoln NH, 03251
Phone: (603)745-9000
Fax:(603)745-8694
E-mail : tpsmith@roadrunner.com



**Lincoln Police
Department**

Procedures for Commendation or Complaint



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Mission Statement

The purpose of the Lincoln Police Department is to uphold the law fairly and firmly; to prevent crime; to pursue and bring to justice those who break the law; to keep the peace; to protect, help, and reassure the community; and to do all this with integrity, common sense and sound judgment.

We must be compassionate, courteous and patient, acting without fear or favor or prejudice to the rights of others. We need to be professional, calm and restrained in the face of violence and apply only that force which is necessary to accomplish our lawful duty.

We must strive to reduce the fears of the public and, so far as we can, to reflect their priorities in the actions we take. We must respond to well founded criticism with a willingness to change.

By way of maintaining our police departments performance and service commitment, the Lincoln Police Department encourages citizen recommendations for improvements. We welcome the commendations of police personnel who admirably perform their duties and complaints about the department's performance or actions of its members

The Complaint Process

The Lincoln Police Department provides two methods for the investigation and resolution of complaints against its members. One method is informal, the other formal. Most complaints will be resolved by the employees supervisor. In this process the

employees supervisor. In this process the supervisor will hear the issues, meet with the employee, then decide the appropriate action to take to resolve the complaint.

In the more serious complaint of misconduct, a police official will take the initial report. The complainant will complete a complaint form. The incident will then be referred to the Chief of Police for an investigation.

Internal Affairs Process

The Internal Affairs process, under the direct authority of the Chief of Police, investigates all formal complaints of misconduct by employees.

The goal of this investigation is to guarantee that the integrity of the department is maintained and that objectivity, fairness and justice are ensured. An impartial investigation and review of each complaint brought to the departments attention is vital. After the allegations are fully investigated, the department will decide what action will be taken to resolve the complaint. The complainant is notified, in writing, of the results of the investigation.

Filing A Complaint

Your initial complaint will be made to a supervisor either orally or in writing. Your complaint will be received politely and professionally, and you will be expected to conduct yourself in a similar manner. If your conduct is considered inappropriate, the police supervisor may insist that you return at another time to discuss your complaint.

While the Lincoln Police Department does encourage citizens to file complaints, the complaints must be made in good faith. Should the department discover that the person or persons acting as complainants or witnesses issued statements known or believed to be false, the department may pursue criminal action against that person. Civil action may also follow.

When You Have a Complaint

- Explain your complaint to a supervisor. If appropriate the supervisor will resolve the matter directly.
- When appropriate, the supervisor will begin the Internal Affairs process. You will be asked to provide a written sworn statement detailing your account.
- You will be provided with a copy of this statement.
- An interview will be scheduled and given by a Supervisor processing your complaint.
- The department will, based on a preponderance of the facts, decide whether the employee violated any regulations or laws.
- If the department learns that the employee did violate any regulations or laws, the employee will be disciplined according to these procedures.
- Your complaint will be reviewed for indications of ways that we can improve ourselves.
- You will receive written notification of the determination made by the department, regardless of the outcome.

