



## PROCEDURE FOR FILING A PERSONNEL COMPLAINT

Should individuals wish to make complaints regarding the actions of Gilford Police Department personnel and/or about any aspect of the agency's operations please:

1. Come to the Gilford Police Department (located at 47 Cherry Valley Road) in order to meet directly with a supervisor in order to tell him/her that you would like to file a personnel complaint; or
2. Telephone the Gilford Police Department (603.527.4737) or the Town Administrator's Office (603.527.4700) in order to tell the person answering the phone that you would like to file a personnel complaint; or
3. Prepare a written statement regarding your personnel complaint and suggested resolution(s) and mail it to the Gilford Police Department Chief of Police (47 Cherry Valley Road, Gilford, NH, 03249) or the Town of Gilford Town Administrator (47 Cherry Valley Road, Gilford, NH, 03249).

Once a formal personnel complaint has been made, the Chief of Police (or his/her designee) will contact you in order to assist you with the filing of a *Report of Complaint Against Personnel* form. This form does request your identification, as well as specific details regarding your complaint(s).

Once reviewed, your complaint(s) will then be assigned to a department investigator designated by the Chief of Police. During the investigation, you may be contacted and asked additional questions and/or clarifications.

Should it be determined that investigations may take an unusually long time to complete due to any number of unforeseeable circumstances, the investigator will prepare and mail to you a written letter advising how long, approximately, you may be required to wait in order to expect a reply.

Once investigations have been concluded and final investigator reports completed, they will be forwarded to the Chief of Police (or his/her designee) for review. From there, the Chief of Police (or his/her designee) will prepare and mail you a written letter explaining what was discovered surrounding the matter(s) at hand.