

Findings

After the investigation has been completed, the complainant will receive written notification of the results from the Chief of Police. There are four possible findings:

1. **Sustained:** This means that the allegation made in the concern 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, that 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.

Consequences

If, as the result of a concern, a Hudson Police officer/employee is found to have acted improperly, there are several levels of discipline, including a reprimand, suspension from work without pay, or even termination. Sometimes, remedial training may be appropriate. If it is determined that the officer/employee has committed a crime, the County Attorney and/or the Attorney General's Office (Office of Public Integrity) will be consulted to determine if criminal charges are appropriate.

Although we cannot guarantee that a complainant will completely agree with the department's decision, we do guarantee that all concerns will be investigated completely, and dealt with fairly.

How are we doing?

The Hudson Police Department is committed to providing the best service possible. Citizen input and feedback is essential if we are to succeed in this goal. If you have any questions about a specific action taken by the Hudson Police Department, or about how the Department operates, or if you have a recommendation on how we can improve, you may call and ask to speak to the Officer in Charge at (603) 886-6011, or send your comments directly to:

Hudson Police Department
1 Constitution Drive
Hudson, NH 03051



Revised July 2012

A Citizen's Guide for:

- Recognizing the efforts of our Employees
- Inquiry or Concern against a Police Employee



Hudson Police Department
Hudson, NH 03051
(603) 886-6011
www.hudsonpd.com



The Hudson Police Department is committed to providing the highest quality of services possible to this community. In order to be responsive to the needs of the community, it is necessary for us to have citizen input. Constructive comments about our services, either good or bad, will help us to improve our services and achieve our goals.

Jason J. Lavoie
Chief of Police

About the Hudson Police Department

The Hudson Police Department has 48 Full Time Police Officers, 16 Full Time Non-Sworn staff, and 8 Part Time Non-Sworn staff trained to provide you with the best possible service. Each day we offer professional police services to a residential population of approximately 25,000 and to a business population of about 20,000 employees.

In an average year, the Department responds to more than 41,000 calls for service resulting in over 1900 reports and 1300 arrests. They also write more than 12,500 motor vehicle related offenses. In a typical year, fewer than 10 of these public contacts result in some kind of citizen concern or inquiry. Additionally, Hudson enjoys one of the lowest crime rates in the nation among towns of comparable size.

The standards of the Hudson Police Department are among the highest in the State of New Hampshire. The Department is currently Nationally Accredited. As a means of maintaining both high quality service and a healthy relationship with the community, the Hudson Police Department encourages recommendations from the public on ways to improve our services. We welcome commendations of personnel

who perform their duties exceptionally well, and encourage inquiries or complaints about questionable performance, actions, policies or procedures.

Recognizing the Efforts of Our Employees

The most effective way to commend the actions of one of our police officers/employees is to express your sentiments in a brief letter, describing the incident and the specific actions you feel were exceptional. Information such as the date, time, and location will help us to identify the officer/employee if you don't know his or her name. If you prefer not to write, you may ask to speak to a Supervisor, either by phone or in person, and make a verbal commendation.

Commendations received by the Chief of Police are forwarded to the employee, the Board of Selectmen, and a copy is placed in his/her personnel file. Although our officers/employees do not expect to be thanked for performing their jobs, recognition of exceptional service is always appreciated. A citizen's commendation is also posted on the Department's bulletin board to be read by all employees.

Also, positive feedback helps us to know when we are doing a good job.

Making an Inquiry or Concern

An inquiry or concern can be made by letter, telephone or in person. Although we prefer to know who is making the inquiry or concern, it can be made anonymously. Any Police Officer whose duties involve public contact may accept an initial inquiry or concern against personnel, procedures or policies. If the inquiry or complaint is about personnel, you should contact the on-duty Police Supervisor.

If the inquiry or concern appears to be based on a misunderstanding or lack of knowledge on acceptable or desired conduct, procedures or practices, the employee may offer an explanation. If the citizen making the concern is not satisfied with an explanation of acceptable or desirable conduct, their inquiry or concern will be referred to a Supervisor who will ensure the matter is fully investigated.

Please be prepared to provide the date, time, location of the event, names of Department personnel involved (if known), and the name, address and telephone number of any possible witnesses.

Investigation Procedure

Once your concern or inquiry is received, it will be thoroughly investigated by an officer specifically assigned by the Chief of Police. The investigation will include a review of all reports, the examination of any evidence or records, and personal interviews with all parties and witnesses. A simple misunderstanding between an officer/employee and a citizen may take only a day or two while a serious or complex allegation might take several weeks to investigate.

The Chief of Police reviews every concern against an officer/employee, and follows and directs the progress of the investigation. If the Chief finds that an officer/employee violated department policies or procedures, appropriate action is taken. The Chief's review also includes looking for a way to improve our policies, procedures and training.