

**PORTSMOUTH, NH POLICE DEPARTMENT**  
**STANDARD OPERATING PROCEDURE "APPENDIX"**  
**TO**  
**SOP P-251 - "CITIZEN COMPLAINTS AND INTERNAL INVESTIGATION PROCEDURES"**

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**FORMS PACKAGE**

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The following forms are provided to be used for accepting and processing complaints made against Portsmouth Police Department personnel:

- A. Citizen Complaint Affirmation  
\*The accepting employee shall ask the complainant to complete this form for all complaints.
- B. Citizen Complaint Investigation Form  
\*To be used as the cover page for all citizen complaints.
- C. Complaint Reception Receipt  
\*To be given to the complainant in all citizen complaints by the accepting employee. A copy shall be retained for the file.
- D. Authorization for Release of Medical Information to Law Enforcement Agency  
\*To be completed by the accepting employee and signed by the complainant whenever the complainant alleges injury, and medical attention has been or will be sought.  
  
\*Not included in package – Use current release form
- E. How to Make a Complaint  
\*This document explains how a member of the public can file a complaint against a employee of the department.
- F. Notification of Administrative Rights  
\* This form shall be completed when an employee is formally interviewed relative to a complaint or investigation and discipline may result.
- G. Notice of Complaint  
\* This form shall be completed and served to the employee outlining the specific allegations contained in the complaint or investigation.



PORTSMOUTH, NH POLICE DEPARTMENT

COMPLAINT INVESTIGATION FORM

Control#: \_\_\_\_\_ Charge(s): \_\_\_\_\_

Type of Complaint:

Police Brutality ( ) Conduct of Employee ( ) Improper Procedure ( )
False Arrest ( ) Policy/Procedure Complaint ( ) Other: \_\_\_\_\_

Against: Employee(s) Below ( ) Department Itself ( ) Policies/Procedures ( )

Date/Time Reported: \_\_\_\_\_ Date/Time Occurred: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Reported Injuries: \_\_\_\_\_

\*\*\*\*\*

Complainant: \_\_\_\_\_

Male ( ), Female ( ), Juvenile ( ), Anonymous ( )

\*Defendant(s), if other than complainant: \_\_\_\_\_

Address of Complainant: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ Telephone(Work): \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Place of Employment: \_\_\_\_\_

Hours of Employment: \_\_\_\_\_

\*\*\*\*\*

Accepting Employee's Observation of Complainant:

Sobriety: Intoxicated ( ) HBD ( ) Sober ( )
Clothing: Neat ( ) Torn ( ) Soiled ( ) Disheveled ( )
Attitude: Excited ( ) Polite ( ) Vulgar ( ) Calm ( )
Combative ( ) Cooperative ( ) Uncooperative ( ) Argumentative ( )

Describe the following:

- \*Your observations and complainant's attitude.
\*Your Physical Condition (any bruises, cuts, reddened areas or any identifiable injuries).
\*Synopsis of Incident.

Reporting Officer: \_\_\_\_\_

Time Spent on Complaint: \_\_\_\_\_

**PORTSMOUTH, NH POLICE DEPARTMENT**

**COMPLAINT INVESTIGATION FORM -- CONTINUED**

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\*Describe your observations and complainant's attitude:

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\*Describe physical condition: (Any bruises, cuts, reddened areas or any identifiable injuries.)

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\*Synopsis of Incident:

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Reporting Officer

Date

**PORTSMOUTH, NH POLICE DEPARTMENT**

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**COMPLAINT RECEPTION RECEIPT**

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The Portsmouth Police Department hereby acknowledges the receipt of a complaint filed against one or more of its members.

**Date Received:** \_\_\_\_\_

**Complainant:** Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Your complaint will be brought to the attention of the Chief of Police, and he/she may assign an investigator to gather all of the facts. Once the investigator has filed his/her report, it will be carefully reviewed by senior police officials, including the Chief of Police. A representative of the Portsmouth Police Department will notify you as to the results of the investigation.

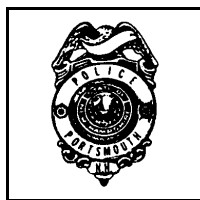
\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Accepting Employee  
And Rank

\_\_\_\_\_  
Date

**(Original to Complainant/Copy to File)**



**City of Portsmouth, NH**

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**Police Department  
3 Junkins Avenue  
Portsmouth NH 03801**

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**CHIEF OF POLICE**

**\*IT IS THE POLICY OF THE PORTSMOUTH POLICE DEPARTMENT** to receive and investigate all complaints against the Department or its members in a manner that will assure the Community of prompt corrective action if Department members conduct themselves improperly, and the protection of Department members from unwarranted criticism when properly performing their official duties.

**HOW TO MAKE A COMPLAINT:**

If you wish to make a complaint against a member of the Portsmouth Police Department, please:

- (1) Come to Police Headquarters and ask to speak to the Shift Commander; or
- (2) Call the Police Department at **610-7406** and ask to speak to the Shift Commander; or
- (3) Mail your written complaint to the Chief of Police at the above address.
  - Your Complaint will be thoroughly investigated.
  - You may be requested to fill out a report form and submit a written statement.
  - You will be kept apprised of the status of your complaint.
  - At the completion of the investigation into your complaint, you will be notified of the results.

**\*\*PLEASE UNDERSTAND** that this Department will vigorously pursue criminal or civil prosecution for any false report or accusations made against one of its employees.

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**Mark D. Newport, Chief of Police**

Note: Attachment to Department Standard Operating Procedure Re: Citizen Complaints and Internal Investigation Procedures.

PORTSMOUTH, NH POLICE DEPARTMENT  
"NOTIFICATION OF ADMINISTRATIVE RIGHTS"

NAME: \_\_\_\_\_ COMPLAINT # (IA) \_\_\_\_\_

Notification

\_\_\_\_\_ The Portsmouth Police Department is conducting an investigation to determine the validity of an allegation made against you.

\_\_\_\_\_ The Portsmouth Police Department is conducting an investigation to determine the validity of an allegation made against the department or a member of the department.

(A) \_\_\_ No charges are being made against you. This form is to only inform you of your Administrative Rights prior to being interviewed.

(B) \_\_\_ The purpose of this interview is to solicit responses that will assist in determining the validity of the allegation(s) which may result in Administrative Action.

You will be required to answer all of the questions truthfully. Answering untruthfully may result in your dismissal.

ADMINISTRATIVE RIGHTS

1. I wish to advise you that you are being questioned as part of an official investigation of the Portsmouth NH Police Department. You will be asked questions specifically directed and narrowly related to the performance of your official duties or fitness for duty.
2. During this investigation stage, you are entitled to all the rights and privileges guaranteed by the law and the Constitution of the United States, including the right not to be compelled to incriminate yourself.
3. You are advised that if you refuse to testify, or to answer questions relating to the performance of your official duties or fitness for duty, you will be subject to administrative charges, which could result in your dismissal. Testimony or answers to questions, which are untruthful, may also result in administrative charges or dismissal.
4. If you do answer the interview questions, neither your statements, nor any information or evidence which is gained by reason of such statements can be used against you in any subsequent criminal proceeding. However, these statements may be used against you in relation to subsequent administrative charges.
5. You are directed not to engage, directly or indirectly, in retaliation or reprisals of any kind against any person who files a complaint, testifies, cooperates, or otherwise assists this investigation.

The undersigned hereby acknowledges notification of the allegations, and also acknowledges they have been informed of the above Administrative Rights.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Investigator Signature

\_\_\_\_\_  
Date

Distribution: Original with Investigative File, Copy to Employee

**PORTSMOUTH POLICE DEPARTMENT**

**NOTICE OF COMPLAINT**

**Standard Operating Procedure P-251**

Employee's Name \_\_\_\_\_

Division \_\_\_\_\_

Position \_\_\_\_\_

Date of Report \_\_\_\_\_

**Violation Specifics:**

Rules and Regulation(s):

SOP(s)

Criminal Statute(s): \_\_\_\_\_

**\*And any other violation that may be discovered during the course of the investigation.**

**Date/Time of Alleged Occurrence:**

**Date and Time Complaint Received:**

**MANNER OF NOTIFICATION**

\_\_\_\_ IN HAND                      \_\_\_\_ OTHER (explain) \_\_\_\_\_

Employee \_\_\_\_\_

Supervisor \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_