

Police Department
City of Keene, New Hampshire

Date: January 17, 2017
To: File
From: Brian Costa, Police Chief 
Subject: CY 2016 Statistical Summary of Citizen Complaints/Internal Investigations

During calendar 2016 a total of eighteen individual citizen complaints were lodged against the Keene Police Department or its individual members. All were resolved at the supervisory level. There were no internal investigations initiated during CY 2016.

The breakdown of citizen complaints, by category, is as follows.

Complaint Category	No. Recvd	% of total
Abuse of Authority (AOA)	0	--
Biased Enforcement Practices (BIA)	0	--
Police Driving or Parking (DRI)	3	27.27%
Criminal Activity (CRI)	0	--
Motor Vehicle Enforcement (MVE)	0	--
Off-Duty Conduct (ODC)	0	--
Use of Force (UOF)	0	--
Unprofessional Conduct (UPC)	8	72.72%
Quality of Service (QOS)	0	--
Total	11	100%

The breakdown of citizen complaint findings is as follows.

Complaint Findings	Number	% of total
Not Sustained (NS)	3	27.27%
Unfounded (UN)	4	36.36%
Exonerated (EX)	3	27.27 %
Sustained (SU)	1	9.09%
Policy Review (PR)	0	--
Filed Only, Unable to ID Offending Member (FO-UID)	0	--
File Only, Complainant Declined Follow Thru (FO-CD)	0	--
Total	11	100%

The highest number of complaints made is for Unprofessional Conduct (UPC). This category has consistently been the highest for as long as we have been analyzing this data; this category of complaint covers a wide spectrum. As we looked at the complaints made in this category, there was no pattern identified that would indicate ongoing misconduct or lack of training.

Each complaint received was reviewed and the actions noted above were taken as a means to educate and/or train officers. We strive to field professional, well trained Officers and the actions taken are consistent with this effort. Each circumstance was unique and consequently no deficiencies in policy, protocol, or training were identified as a result.