



# UNH POLICE DEPARTMENT

18 Waterworks Road

Durham, NH 03824

*"A Nationally Accredited Law Enforcement Agency"*

STATION (603) 862-1427 FAX (603) 862-1966



## Citizen Complaints ~ 2019

The University of New Hampshire Police Department is responsible for providing a safe, secure, and comfortable environment for students, faculty, staff and visitors on the UNH campus. In providing these services and the enforcement of laws, sometimes conflicts are created. Law Enforcement officers are unique in their ability to deprive others of their constitutional freedom and liberties. As such, great care must be taken to ensure these powers are not improperly or unjustly utilized, and that there is a system to ensure accountability for the actions of the individual officer and department, as a whole. The just and proper enforcement of the law requires that police officers treat all citizens with respect, and in a fair and impartial manner, regardless of their unlawful actions or the legal charges against them.

All employees of the University of New Hampshire Police Department are expected to maintain the image and professionalism of the department. To this end, there are policies in place to establish a system of accountability that is fair and responsive, while allowing for the unbiased and thorough investigation of citizen complaints and department-initiated internal investigations. The University of New Hampshire Police Department shall investigate all complaints brought against the department or its employees, to ensure the objectives of this policy are met.

During the 2019 calendar year, the University of New Hampshire Police Department recorded the following statistics:

<b>Total Calls Received:</b>	<b>48,159</b>
<b>Total Calls-For-Service (Police &amp; CSO):</b>	<b>34,787</b>
<b>Incident Reports Taken:</b>	<b>1,406</b>
<b>Arrests Made:</b>	<b>479</b>
<b>Motor Vehicle Stops:</b>	<b>1,766</b>
<b>Motor Vehicle Accidents:</b>	<b>85</b>
<b>Field Interviews/Community Contacts/Assists Conducted:</b>	<b>6,696</b>

Of all of those interactions with the public, the University of New Hampshire Police Department completed four (4) internal investigations based upon four (4) citizen complaints. Of the four (4) internal investigations, the Department sustained the citizen complaint in one (1) instance; unsubstantiated a complaint in one (1) instance; and, exonerated personnel from any wrongdoing in the remaining complaints.

Throughout 2019, our supervisory personnel within the Department initiated five (5) complaints involving our own personnel for violation(s) of our Standard Operating Procedure(s). Of the five (5) internal investigations involving our own personnel, we sustained four (4) of the complaints, and identified a policy failure in the remaining complaint involving University Police Department personnel.