

Police Department
City of Keene, New Hampshire

Date: February 14, 2024
To: File
From: Steven M. Stewart, Police Chief *SM5#156*
Subject: CY 2023 Statistical Summary of Citizen Complaints/Internal Investigations

During calendar year 2023, **five individual** citizen complaints were lodged against the Keene Police Department or its individual members. These five complaints comprised two of nine categories we document. All citizen complaints were resolved at the supervisory or command staff level. There were no internal investigations during CY 2023.

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)	0	--
Criminal Activity (CRI)	0	--
Motor Vehicle Enforcement (MVE)	0	--
Off-Duty Conduct (ODC)	0	--
Use of Force (UOF)	0	--
Unprofessional Conduct (UPC)	3	60%
Quality of Service (QOS)	2	40%
Total	5	100%

The breakdown of citizen complaint allegations by findings is as follows.

Complaint Findings	Number	% of total
Not Sustained (NS)	0	--
Unfounded (UN)	2	40%
Exonerated (EX)	2	40%
Sustained (SU)	1	20%
Policy Review (PR)	0	--
Filed Only, Unable to ID Offending Member (FO-UID)	0	--
File Only, Complainant Declined Follow Thru (FO-CD)	0	--
Total	5	100%

As shown above, 3 allegations were for Unprofessional Conduct and 2 allegations were for Quality of Service.

This year shows a decrease of 16.66% in individual citizen complaints over CY 2022, where we had six citizen complaints.

All complaints received were thoroughly reviewed and investigated and necessary remedial actions were taken as needed to discipline, educate and/or train officers where indicated. We strive to field professional, well-trained Officers and employees 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 of these reviews.