

Police Department
City of Keene, New Hampshire

Date: January 6, 2025

To: File

From: Steven M. Stewart, Police Chief *SMS #1156*

Subject: CY 2024 Statistical Summary of Citizen Complaints/Internal Investigations

During calendar year 2024, **four individual** citizen complaints were lodged against the Keene Police Department or its individual members. These four complaints comprised three of nine categories we document. All citizen complaints were resolved at the supervisory or command staff level. There was one internally initiated internal investigation during CY 2024.

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

Complaint Category	No. Recvd	% of total
Abuse of Authority (AOA)	1	25%
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)	2	50%
Quality of Service (QOS)	1	25%
Total	4	100%

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

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

As shown above, 2 allegations were for Unprofessional Conduct, 1 allegations was for Abuse of Authority and 1 allegation was for Quality of Service.

This year shows a decrease of 20% in individual citizen complaints over CY 2023, where we had five 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.

The lone internal investigation resulted in sustained findings in the areas of Conduct Unbecoming an Officer, Conduct Toward Fellow Employees and Codes of Professional Conduct. These violations were addressed through the KPD disciplinary policy.