

Internal Affairs

The Manchester Police Department Office of Professional Standards (Internal Affairs) accepts, reviews, and responds to all complaints against police officers received from the public or from superior officers within the organization. Citizen complaints may be made in person, by telephone, fax, internet, or through the mail. These include anonymous complaints, complaints from third party witnesses, juveniles and complaints from parties not directly involved in the incident from which an allegation arises. All allegations are carried to their logical conclusion by experienced and trained investigators.

The investigative process assesses the propriety of all on or off duty conduct during the incident in which the alleged misconduct. If during the course of an investigation there is an indication that misconduct occurred other than that alleged the investigator examines the additional potential misconduct to its logical conclusion.

Disciplinary Process

In any given year officers of the Manchester Township Police Department are involved in thousands of citizen contacts. Many are routine and many involve critical situations. The Office of Professional Standards is tasked with handling complaints from the public regarding officer conduct, as well as rare allegations of criminal conduct by department members. During 2020, no criminal charges were filed against an officer of the agency.

Allegations and Outcomes

All complaints are categorized based on the alleged offense. Upon the completion of the investigation it is reviewed by the Chief of Police and is designated with one of the following dispositions:

- **Exonerated**: The alleged incident did occur, but the actions of the officer were justified, legal and proper.
- **Sustained**: The investigation disclosed sufficient evidence to prove the allegation, and the actions of the officer violated a provision of the agency's rules and regulations or procedures.
- **Not sustained**: The investigation failed to disclose sufficient evidence to clearly prove or disprove the allegation.
- **Unfounded**: The alleged incident did not occur.
- **Administratively Closed**: The may occur when the complainant fails to cooperate and there is not enough information to continue an investigation to draw a fair conclusion and apply a finding or in cases where the complaint withdraws his/her statement prior to commencement of the investigation.
- **Pending**: The investigation is still ongoing.

Penalties

The following penalties may be assessed against any member or employee of the Manchester Township Police Department as a result of disciplinary action:

- Oral Reprimand
- Written Reprimand
- Voluntary surrender of time off in lieu of other action
- Suspension
- Demotion
- Dismissal

Citizen Allegations

During 2020, there were 4 complaints reported by a citizen as compared to 1 reported complaint in 2019. The dispositions of the Citizen Complaints are as follows:

Disposition	2019	2020
Exonerated	1	3
Sustained	0	0
Not Sustained	0	1
Unfounded	0	0
Administratively Closed	0	0
Pending	0	0
Total	1	4

Internal Complaints

During 2020, the agency conducted 7 internally generated investigations as compared to 3 in 2019. These internal complaints typically originate from a supervisor who detects a possible deficiency in an officer's performance or for a violation of policy.

Disposition	2019	2020
Exonerated	0	1
Sustained	3	5
Not Sustained	0	0
Unfounded	0	1
Administratively Closed	0	0
Pending	0	0
Total	3	7

Total Complaints for 2020

Of the 11 total investigations conducted by the Office of Professional Standards in 2020, the final dispositions were as follows:

4 - Exonerated

5 - Sustained

1 - Not Sustained

1 - Unfounded

0 - Administratively Closed

0 - Pending

In 2020, there were no sustained allegations that resulted in a fine or suspension in excess of 10 days.