



Town of Milford

POLICE DEPARTMENT

19 Garden Street
Milford, NH 03055
603-249-0630

Michael J. Viola
Chief of Police



Citizen Complaint Against Police Personnel Information

Concerned citizen, below is information on how our police department handles a complaint against a member of the police department.

1. If a citizen wants to make a complaint the citizen can fill out a "Complaint Against Police Personnel" form which is located with our administrative employee at the police department front desk. A supervisor or police officer will be made available to speak with the citizen to gather more information on the complaint. If a citizen does not want to write a statement on the complaint form then the information will be taken in by the officer taking the complaint in.
2. If an officer is on a call and unavailable at the time the complaint is made, then the "Complaint Against Police Personnel" form can be filled out and left with the front desk employee. The complaint will then be forwarded to a supervisor. Complaints can also be received by phone, fax, mail or electronic mail. Complaints can also be made anonymously or by a third person.
3. If we have the information (name and address) of the complainant or we see the complainant in person then a "Complaint Receipt" will be provided to the complainant so the complainant has a record that they filed a complaint.
4. The complaint form will be forwarded to a Division Captain for review. The Division Captain will then forward the case to a supervisor for follow up or for an Internal Investigation. The complainant and/or witnesses may be called for a follow up interview.
5. Once the investigation is complete the complainant will be notified by letter the investigation is complete (if we have the proper address).

The Milford Police Department strives to have trust and security from citizens and we do our best to keep citizens informed. We hope this information was helpful.