

## PROFESSIONAL STANDARDS

### Message from the Chief

On behalf of the men and women of the Laconia Police Department, I would like to thank you for your support of the Laconia Police Department. The Laconia Police Department is a professional organization that prides itself in delivering the highest level of service possible.

Should you wish to speak to me to either commend an employee or file a complaint against one please feel free to come to the police department, telephone me at (603) 524-5257, or you can always email me at [MCanfield@laconiapd.org](mailto:MCanfield@laconiapd.org)

~Chief Matthew Canfield

### Laconia Police Department

126 New Salem St  
Laconia, NH 03246

Phone: 603.524.5257  
Fax: 603.524.1448  
[www.laconiapd.org](http://www.laconiapd.org)



*A Nationally Accredited  
Law Enforcement  
Agency*

### Information on Filing Commendations or Complaints on a Laconia Police Employee



***"Striving for the best quality law enforcement possible."***

## Commendation & Complaint Overview

As a community oriented law enforcement agency, the Laconia Police Department strives to make your contacts with the police department professional and informative in every way.

Additionally, the Laconia Police Department strives to instill in the public, confidence in its police department by maintaining a high degree of professionalism, dedication, and expertise in the delivery of law enforcement services.

It is the firm belief of this department that feedback from the community is imperative to the success of this agency. Please do not hesitate to offer any feedback.

### To Commend an Employee

When you wish to say thank you or commend a police officer or other employee for a job well done you can visit or call the police department during regular business hours, you may also write a letter and mail it to us, or send an email to the police department at any time.

Please mail a letter to:

Chief Matthew Canfield  
126 New Salem St  
Laconia, NH 03246

Or email the Chief at:

MCanfield@laconiapd.org

When saying thanks try to remember the name of the police officer or other employee and the circumstances surrounding how you were helped. The incident will be investigated and the police officer or employee could receive an award or a letter of commendation through the Laconia Police Department.

### Filing a Complaint

The Laconia Police Department encourages and welcomes constructive criticism, and complaints from the public against members of the department or its procedures. The department will investigate all complaints to equitably determine whether the allegations are valid or invalid, and to take appropriate action. The department will keep complainants informed of the progress of the investigation so as to ensure public confidence in its efforts to "police its own." The internal affairs function is performed by the Support Services Division.

### To File a Complaint:

Contact the on-duty Watch Supervisor by either going to the police department or by telephone at 603.524.5252. Complaints are accepted via the on-duty Watch Supervisor and forwarded to the Support Services Division.

Complaints are accepted via third-parties.

It is important that as much detail of the incident is provided.

An acknowledgement by the investigating supervisor will be made via phone, email or in person.

After the investigation is complete you will be notified of the outcome.

You may be asked to provide written statements and participate in an interview.

### Possible Dispositions of a Complaint

*Founded* – That sufficient cause exists to require the Employee being investigated to answer for the charge in a hearing.

*Unfounded* – That no cause exists to require the Employee being investigated to answer for the charge in the hearing.

*Unsubstantiated* – That the evidence presented is in such a state of conflict that it is not possible to make a determination as to its insufficiency to make a determination.