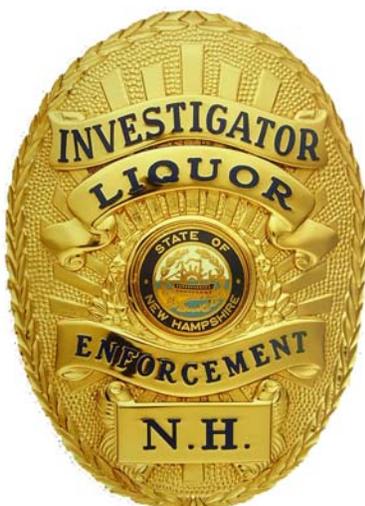


**2011**  
**Annual Summary of Formal Citizen**  
**Complaints and Internal Investigations**



Submitted by:  
Deputy Chief Scott Dunn  
February 15, 2012



**NH Division Of Liquor Enforcement  
Office of Professional Standards  
Annual Summary of Formal Citizen Complaints  
and Internal Investigations**

## **Executive Summary**

The Division has implemented a comprehensive policy and procedure relating to complaints against the Division or its personnel and the possible resultant internal investigation.

The Division strives for improvement through personnel development, policy enhancement and pro-active response in order to provide effective and efficient service to the citizens, license holders, and other constituents of the State of New Hampshire.

## **Introduction**

The Citizen Complaints and Internal Investigations Policy was established in October 2007 with the last revision being completed on October 25, 2011 in accordance with CALEA Accreditation Chapter 52. It is the policy of the Division to accept and investigate all complaints of personnel misconduct or wrongdoing from any citizen or agency employee. Such complaints will be investigated thoroughly, completely and impartially, following policies and procedures as set forth in the Division's Policy and Procedures Manual.

A summary of formal citizen complaints and internal investigations will be completed at the conclusion of each calendar year. This report shall be statistical in nature and shall not identify any employee by name.

## **Annual Summary**

There were 6 internal investigations conducted in 2011. Two of these investigations were predicated upon citizen's complaints and four investigations were predicated upon an internal report of misconduct. Four of the six internal investigations were sustained with two resulting in suspensions and two resulting in non-disciplinary action. Two of the internal investigations were categorized as not sustained.

These results are an increase from 2010 which included only one internal investigation.