



# Town of Londonderry, New Hampshire

## Administrative Policies and Procedures

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Policy Title: **Complaints & Investigations**

Policy Number: ADM-126

Original Adoption Date: 7/28/25

Revision Date:

Approved by: Shaun Mulholland

Signed by:

*Shaun Mulholland*

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### Section 1.0: Purpose

The purpose of this policy is to outline the procedures for receiving, investigating and processing complaints regarding Town personnel and officials.

### Section 2.0: Scope

This policy applies to all Town personnel under the authority of the Town Manager. The policy also applies to Town officials not under the authority of the Town Manager regarding reporting only.

### Section 3.0: Definitions

The following definitions apply to this Policy:

- **Internal Review** is an independent review process in which the reviewer can review an investigation and the conclusions drawn from it by the person originally adjudicating the matter.
- **Internal Investigation** is a formal inquiry to determine whether policies or regulatory practices have been violated. Internal investigations may be conducted by outside contracted parties.
- **Town Official** is a person who is elected to a position in Town government or appointed by the Town Council, Town Manager or any other Board/Commission/Committee that has the power to appoint people to positions in Town government.
- **Town Employee** is a person who works for the Town and in return is compensated financially.
- **Complaint** is an expression of concern, discontent, dissatisfaction, faultfinding; something that is the cause or subject of protest or outcry; a formal allegation against a party.
- **Informal Complaint** is a complaint that is not of a serious nature, is not a serious violation of department or Town policies and is not believed to be serious by the citizen filing the complaint.
- **Formal Complaint** is a complaint that the complainant indicated a desire to file a formal complaint against a Town employee or Town official. The department head or Town Manager deems the complaint to be a serious violation of Town or department policy or would constitute a violation of law.

## **Section 4.0: Policy Detail**

It is the policy of the Town of Londonderry to encourage people to bring forward concerns regarding misconduct by Town personnel and officials. The process will be as efficient, easily accessible and transparent as possible. All Town staff shall cooperate fully with reviews and investigations regarding complaints. It is expected that Town officials who are not under the authority of the Town Manager will fully cooperate with reviews and investigations regarding complaints.

## **Section 5.0: Procedures**

### **5.1 Receiving a Complaint**

#### **5.1.1 Complaint Means of Filing**

Town staff shall immediately receive complaints of misconduct whether received by email, text, social media, letter, telephone or in person. The staff member receiving the complaint shall forward the complaint to their respective department head. If the complaint is regarding a department head the complaint shall be filed with the Town Manager. Persons filing complaints against Town employees or Town officials may file the complaint directly with the Town Manager.

#### **5.1.2 Complaints Involving Library Personnel**

Complaints involving Library personnel will follow the same process however if the complaint involves the Library Director, the Town Manager will report the complaint to the Library Trustees.

#### **5.1.3 Complaints Involving Elected and Appointed Officials**

Complaints involving Town Officials, whether elected or appointed who are not under the authority of or appointed by the Town Manager shall be forwarded to the Town Council for further action. Complaints involving a Town Councilor shall be forwarded to the Town Manager.

#### **5.1.4 Complaints Involving the Town Manager**

Complaints involving the Town Manager shall be forwarded to the Town's Legal Counsel for further action. The Town's Legal Council will contact the Chairman of the Town Council and ask that a meeting be conducted with the full Town Council and Legal Counsel to discuss the complaint and take the appropriate action to investigate the allegations.

#### **5.1.5 Receiving Complaints Through the Anonymous Hotline**

The Town operates an anonymous hotline for reporting waste, fraud and abuse. The procedures regarding the use of the Anonymous Hotline shall be as outlined in **ADM-111 Anonymous Hotline Policy** to the extent that it is not inconsistent with this policy.

#### **5.1.6 Receiving Complaints Involving EEO, Sexual Harassment and Hostile Work Environments**

Complaints involving Equal Employment Opportunity, Sexual Harassment and Hostile Work Environments shall follow the policy as outline in the **Anti-Harassment, EEO And Sexual Harassment Policy** to the extent it is not inconsistent with this policy.

#### **5.1.7 Serious Incident Reporting**

This policy does not supersede the reporting of Serious Incidents as outlined in **ADM-103 Serious Incident Report**. ADM-103 further defines timelines for report of incidents. This policy compliments ADM-103.

### **5.1.8 Receiving Complaints Regarding Ethics Violations**

Complaints regarding violations of the Ethics Policy shall be handled in accordance with the provisions of **Code of Ethics** to the extent it is not inconsistent with this policy.

### **5.1.9 Duty to Report**

All Town staff under the authority of the Town Manager shall report incidents when they have evidence of reasonable suspicion that a Town employee or official may have attempted or actually committed a crime. The reporting requirement relates to activities in the performance of their function as a Town employee or official or there is a tangible relationship to those functions.

#### **5.1.9.1 Department Policies**

Reports under this section shall be made in accordance with the respective written department policies in those departments that have written policies. Department policies shall not be repugnant to the provisions of this policy.

#### **5.1.9.2 Timing of Notification**

Notwithstanding the provisions of policy **ADM-103 Serious Incident Report Policy**, any allegations of misconduct by a Town employee or official that would or may constitute a crime shall be reported to the Town Manager within 24 hours. Town staff must notify their respective department head when they become aware of evidence of or have a reasonable suspicion that a Town employee or official may have attempted or actually committed a crime in the performance of their function as a Town employee or official or there is a tangible relationship to those functions. Department heads shall report such incidents to the Town Manager as indicated above.

#### **5.1.9.3 Exceptions**

The only exception to this reporting requirement is when the following circumstances exist.

1. The reporting employee is working with a federal, state, county or local law enforcement agency investigating the allegations of activities described in this policy that would require reporting. And,
2. The risk of compromising the investigation by complying with the reporting requirements in this policy is reasonable and articulable. And,
3. The law enforcement agency conducting the investigation has specifically requested the employee who has such knowledge, not to report the incident in accordance with this policy.

#### **5.1.9.4 Failure to Report**

Failure to report incidents in accordance with this section may result in disciplinary action up to and including termination of employment.

### **5.1.10 Protection of Reporting Parties**

Persons filing complaints against Town employees or Town officials shall not be harassed, abused, intimidated, threatened or otherwise discriminated against by any Town employee or Town official. Town employees are further protected regarding the filing of complaints or participating in investigations through provisions of RSA 275-E Whistleblowers' Protection Act. There are additional protections for Town employees under federal law, see references in Section 6 below.

## **5.2 Review and Investigation of Complaints**

### **5.2.1 Authority and Responsibility to Investigate**

The authority and responsibility for investigating violations of Town policies is placed on the department of the employee involved in the first instance. Department Heads have the authority and responsibility to ensure investigations or complaints alleging violations of Town policy are conducted. Some departments may have formal policies regarding how internal investigations are conducted and how those investigations are reviewed.

Complaints regarding department heads shall be forwarded to the Town Manager's Office. Complaints against department heads shall not be investigated by departments, only the Town Manager's Office will investigate these complaints.

#### **5.2.1.1 Town Manager Authority**

The Town Manager reserves the authority to conduct an independent review of internal investigations conducted by departments. Further, the Town Manager may intervene and take over the investigation of any complaint regarding a violation of Town policy to conduct an independent investigation. This provision does not apply to complaints involving the Town Manager.

#### **5.2.1.2 Complaints Involving Allegations of Criminal Conduct**

Complaints alleging actions by Town employees or officials that would constitute a crime shall be reported to the appropriate law enforcement agency having jurisdiction. When the complaint involves allegations of criminal conduct, the internal investigation may have to be delayed until the outcome of a criminal investigation and prosecution. Decisions regarding the delaying of internal investigations in these circumstances shall be made with the Town Manager, the law enforcement agency conducting the investigation and the agency with prosecutorial jurisdiction.

#### **5.2.1.3 Procedures for Informal Complaints**

Some informal complaints can be addressed verbally with the complainant and the employees or officials involved. Other informal complaints may require further action. In these cases, the following steps should be followed,

1. Complete the complaint form.
2. Conduct necessary interviews appropriately, including employees, and gather any other information relevant to the matter.
3. Notify the employee(s) of the allegations and interview the employee(s)
4. Complete a memorandum outlining the complaint and the investigation to include the findings.

#### **5.2.1.4 Procedures for Formal Complaints**

Formal complaints will always require documentation as detailed below.

1. Complete the complaint form.
2. Conduct necessary interviews appropriate, including employees, and gather any other information relevant to the matter.
3. Notify the employee(s) of the allegations and interview the employee(s)
4. Complete a memorandum outlining the complaint and the investigation to include the findings.
5. Notify the complainant of the results of the complaint.

#### **5.2.1.5 Procedures for Recording Complaints**

All complaints against Town Staff and Officials shall be added into the appropriate records repository to include supporting documentation.

#### **5.2.2 Cooperation Regarding Investigation of Complaints**

The employees of the Town shall cooperate with internal investigations regarding complaints. Failure to cooperate with investigators is considered insubordination. Employees who fail to cooperate will be subject to disciplinary action up to and including termination of employment.

#### **5.2.3 Findings of Investigations**

The person assigned to conduct an investigation of a formal and in some cases informal complaint shall at the completion of that investigation make a finding which shall include one of the following determinations.

1. **Sustained**- The complaint is substantiated by the evidence available.
2. **Unfounded**- The complaint on not factual.
3. **Exonerated**- There is evidence to indicate the incident occurred however the actions of the employee were lawful and not contrary to Town or department policy.
4. **Not Sustained**- The complaint is unsubstantiated based upon the evidence that is available.

### **5.3 Records and Documents**

Documents relating to complaints, the investigation of those complaints, findings and recommendations shall be maintained in accordance with records retention schedules under New Hampshire law, administrative rule or the Town's record retention policies.

#### **5.3.1 Unfounded, Exonerated and Not Sustained complaints**

Complaints and the related documents regarding the investigation of those complaints in which the finding is Unfounded, Exonerated or Not Sustained shall be filed in a designated location in the Town's records management system separate from the personnel files of the persons involved.

#### **5.3.2 Sustained complaints**

Complaints and the related documents regarding the investigation of those complaints in which the finding is Sustained shall be filed in the designated founded complaints file.

### 5.3.3 Confidentiality

The investigation of complaints or the conduct of an internal review involving Town employees and Town officials shall remain confidential. All information and documents regarding complaints and the investigation of those complaints shall remain confidential to the extent they can be in accordance with the exemptions as detailed in RSA 91-A, other related state/federal statutes as may be interpreted by state and federal courts.

5.3.4 The HR Department is responsible for maintaining the records of complaints and investigations. The Police Department shall maintain records relative to complaints and investigations that are conducted internally by the department.

## Section 6.0: References

1. Town Policy ADM-111 Anonymous Hotline Policy
2. Town Policy Anti-Harassment, EEO and Sexual Harassment Policy
3. Town Policy ADM-103 Serious Incident Reporting
4. Town Policy ADM-108 Ethics Policy
5. State of NH RSA 275-E, Whistleblowers' Protection Act [Chapter 275-E WHISTLEBLOWERS' PROTECTION ACT](#)
6. State of NH RSA 91-A, Right to Know Law [Chapter 91-A ACCESS TO GOVERNMENTAL RECORDS AND MEETINGS](#)
7. Federal 29 CFR 1977, Asbestos Hazard Emergency Response Act, 15 USC 2651
8. Federal 29 CFR 24, Safe Drinking Water Act, 47 USC 300j-9(i)
9. Federal 29 CFR 24, Federal Water Pollution Control Act, 33 USC 1367
10. Federal 29 CFR 24, Solid Waste Disposal Act, 42 USC 6971
11. Federal 29 CFR 24, Clean Air Act, 42 USC 7622
12. Federal 29 CFR 24, Comprehensive Environmental Response, Compensation and Liability Act, 42 USC 9610
13. Federal 29 CFR 1984, Affordable Care Act, 29 USC 218c

## Section 7.0: Policy & Procedure Revision History

Original Adoption Date:		
Section	Description of Revision	Date
	Original Adoption	7/28/25