

The Department is often evaluated and judged by the conduct of individual members. The public has the right to impartial, professional law enforcement services. Therefore, any alleged misconduct by Coventry Police Department personnel must be thoroughly investigated and properly adjudicated to assure the delivery of professional police service and enforcement efforts. Additionally, employees must be protected against false allegations. Both of these objectives can be accomplished through the investigative process. A copy of the department's Personnel Complaint policy is available on the police department section of the town website. Additionally, staff members are also often recognized for outstanding and exemplary performance of their duties. These commendations from citizens and supervisors are another reflection upon the department's capabilities and skills in delivering professional law enforcement services.

The following personnel six (6) personnel complaints were received and investigated during 2021.

February 2021 – A citizen complained that an officer spoke to him without wearing a mask and he didn't like the officer's demeanor. The officer was performing scene security when the individual rapidly approached him and entered the scene. The individual failed to follow verbal commands and was aggressive towards the officer until other officers became involved. The complaint was not sustained.

February 2021 – A citizen complained that an officer had been disrespectful and he felt he was being targeted. The officer had conducted a motor vehicle stop and the operator was improperly using a dealer plate and also was uncooperative in providing his license information as required by statute. The complaint was not sustained.

July 2021 – A citizen complained that she was given an infraction and that an officer pushed her. She later withdrew the complaint.

July 2021 – An internal complaint between an officer and supervisor was investigated and resolved by the Chief.

August 2021 – A citizen complained that an officer threatened him. Officers were responding to a domestic disturbance when they observed a man matching the description of the suspect in the area. An officer attempted to speak with the man who became confrontational with the officer. The man swung a shovel at the officer and then retreated to his home. It was then discovered that officers were dispatched to the wrong residence and they left to head to the correct location. The complaint was not sustained.

December 2021 – A citizen complained that an officer was rude to him. The officer was on a traffic detail for a construction company. The officer's body camera video showed that the citizen was yelling profanities and was angry because the road was closed. The citizen failed to respond when a supervisor attempted to contact him. This complaint was not sustained.

During the calendar year, there were 29 commendations for both officer and non-sworn staff members.