

## How to Resolve a Complaint Concerning the Conduct of a Peace Officer within the Sheriffs Branch, Fish and Wildlife Enforcement Branch or the Commercial Vehicle Enforcement Branch in Alberta

### COMPLAINT – APPEAL PROCESS

The *Peace Officer Act* states that a complaint must be filed in writing to be considered a formal complaint. Complaints against sheriffs, fish and wildlife officers and commercial vehicle enforcement officers may be submitted to the Investigative Services Team (IST) for investigation on behalf of the authorized employer. Note: IST is not part of the Sheriffs Branch, Fish and Wildlife Enforcement Branch or the Commercial Vehicle Enforcement Branch.

#### COMPLAINT PROCEDURE

##### 1. Address complaint to the following:

**Investigative Services Team  
Law Enforcement and Oversight Branch  
Alberta Justice and Solicitor General  
9<sup>th</sup> Floor, 10365-97 Street  
Edmonton, Alberta T5J 3W7  
Email: [jsg.ist@gov.ab.ca](mailto:jsg.ist@gov.ab.ca)  
Phone: 780-643-1819 or 1-877-643-1819**

##### 2. Provide details

Your complaint must be in writing, must contain the reasons for your complaint, and the details of the incident involved.

##### 3. Informal resolution and mediation

Prior to conducting a formal investigation, the IST may attempt to resolve the matter informally with the consent of you and the peace officer(s) involved.

##### 4. Investigation of complaint

Upon receipt of your complaint the IST will notify you, in writing and within 30 days, to acknowledge receipt of the complaint. You may be interviewed and you may also be requested to provide further information. You will be notified, in writing, every 45 days as to the progress of your complaint. When the investigation is completed, you will be provided written notification of the findings of the IST investigation. The respective Branch will be advised of the investigation finding and they will determine what action, if any, will be taken.

#### APPEAL PROCEDURE

##### 1. Appeals Delegate

If you are not satisfied with the decision of the IST, you may appeal the decision to the Appeals Delegate, **within 30 days**. Submit your appeal, in writing, stating the points in the findings with which you disagree and the reasons why. The Appeals Delegate is a member of the public named to the position by the Director of Law Enforcement.

Address Appeals Correspondence to:

**Appeals Delegate  
c/o Director of Law Enforcement  
9th Floor, 10365 - 97 Street  
Edmonton, Alberta T5J 3W7  
Email: [poprogram@gov.ab.ca](mailto:poprogram@gov.ab.ca)**

The Appeals Delegate may direct the Public Security Peace Officer Program Manager or Program Investigators to contact you for further details, if required. A review of your appeal will be undertaken and you will be notified, in writing, every 45 days as to the progress of your appeal. When the review is complete you will be advised in writing as to what action, if any, will be taken.

At the Appeals Delegate's discretion, Peace Officer Program employees will manage correspondence and administrative matters. The decision of the Appeals Delegate under the *Peace Officer Act* is final.