

HOW TO RESOLVE A COMPLAINT CONCERNING THE POLICIES OR SERVICES PROVIDED BY A FIRST NATIONS POLICE SERVICE IN ALBERTA

FIRST NATIONS POLICE SERVICE (*Police Act* of Alberta) COMPLAINT & APPEAL PROCESS

The *Police Act* states that a complaint must be filed within one year of the events upon which it is based occurred.

COMPLAINT PROCEDURE

1. Address complaint to either the Public Complaint Director of the First Nation police commission or to the chief of police of the First Nation police service.

Where a complaint is a complaint as to the policies of or services provided by a First Nation Police service, the complaint may be submitted to either the public complaint director of the First Nation police commission or the chief of police of the First Nation police service.

2. Provide details

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

3. Informal resolution and mediation

Prior to conducting a formal review, the police service may attempt to resolve the matter informally with the consent of you, the police service, and any officers involved.

4. Review of complaint

• **Complaints submitted to the Public Complaint Director:**

Upon receipt of your complaint, the public complaint director will forward it to the chief of police who will review the matter, and take whatever action considered necessary, or refer the matter to the First Nations police commission for further action considered appropriate. You will be notified, in writing, every 45 days as to the progress of your complaint. Upon final resolution of the matter by the Chief of Police or the commission, the Chief of Police shall advise you, in writing, of the disposition of the complaint.

• **Complaints submitted to the Chief of Police:**

Upon receipt of your complaint, the chief of police will review the matter, and take whatever action considered necessary, or refer the matter to the First Nations police commission for further action considered appropriate. You will be notified, in writing, every 45 days as to the progress of your complaint. Upon final resolution of the matter by the Chief of Police or the commission, the Chief of Police shall advise you, in writing, of the disposition of the complaint.

APPEAL PROCEDURE

1. First Nations Police Commission

If you are not satisfied with the decision of the Chief of Police, you may appeal the decision to the First Nations police commission within 30 days from the day you were advised of the disposition of the complaint. Submit your appeal in writing, stating the points in the findings with which you disagree and the reasons why.

2. Appeal Review

First Nation police commissions are public bodies with a governance role in the oversight of the First Nation police services. The First Nation police commission will review the matter and, if necessary, conduct a hearing into the matter being appealed. See reverse for contact information.

3. Commission's Decision

After completing its review, the First Nation police commission shall advise the complainant in writing as to the disposition of the appeal.

For more information, please contact:
Law Enforcement and Oversight Branch
Public Security Division
Justice and Solicitor General Ministry
10th Floor John E. Brownlee Building
10365-97 Street
Edmonton, Alberta T5J 3W7
Tel 780/427-3457 Fax 780/427-5916

FIRST NATIONS CHIEFS OF POLICE

Blood Tribe Police Service Chief of Police P.O. Box 300 Standoff, Alberta TOL 1Y0	Lakeshore Regional Police Service Chief of Police Box 291 Driftpile, Alberta TOG 0V0	Tsuu T'ina Nation Police Service Chief of Police 9911 Chiila Boulevard Tsuu T'ina, Alberta T2W 6H6
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PUBLIC COMPLAINT DIRECTORS/FIRST NATIONS POLICE COMMISSIONS

Blood Tribe Police Commission Public Complaint Director P.O. Box 300 Standoff, Alberta TOL 1Y0	Lakeshore Regional Police Commission Public Complaint Director Box 291 Driftpile, Alberta TOG 0V0	Tsuu T'ina Nation Police Commission Public Complaint Director 9911 Chiila Boulevard Tsuu T'ina, Alberta T2W 6H6
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