

**HOW TO RESOLVE A COMPLAINT ABOUT THE CONDUCT OF A MUNICIPAL POLICE OFFICER**

MUNICIPAL POLICE OFFICERS ( <i>Police Act</i> of Alberta) COMPLAINT & APPEAL PROCESS					
<p><b>The <i>Police Act</i> states that a complaint must be filed within one year of the events upon which it is based; or, within one year of when the conduct was first discovered or ought to have been discovered (whichever occurs later).</b></p>					
<p><b>COMPLAINT PROCEDURE</b></p>					
<p><b>1. Address complaint to either the Public Complaint Director of the municipal police commission or to the Chief of Police of the municipal police service.</b></p>	<p>The complaint may be submitted to either the public complaint director of the police commission or the chief of police of the municipal police service where the officer who is the subject of the complaint is employed.</p>				
<p><b>2. Provide details</b></p>	<p>Your complaint should be in writing, and must contain the reasons for your complaint, and the details of the incident involved. You may file your complaint via electronic means, making sure to provide all relative contact information.</p>				
<p><b>3. Informal resolution and mediation</b></p>	<p>Prior to conducting a formal investigation, the police service must offer to attempt to resolve the matter informally with the consent of you and the police officer(s) involved, if this alternative method is appropriate in the circumstances. A complainant and subject officer may decide to proceed with informal resolution at any time during the complaint investigation process.</p>				
<p><b>4. Investigation of complaint</b></p>	<ul style="list-style-type: none"> <li>• <b><u>Complaints submitted to the Public Complaint Director:</u></b> Upon receipt of your complaint, the public complaint director will forward it to the chief of police who will assign a member of the police service to investigate. You may be interviewed and you may also be requested to provide a written statement. You will be notified, in writing, every 45 days as to the progress of your complaint. When the investigation is completed, the chief of police will review it and decide what action, if any, will be taken. You will be advised, in writing, of the police service's decision.</li> <li>• <b><u>Complaints submitted to the Chief of Police:</u></b> Upon receipt of your complaint, the chief of police will assign it to a member of the police service for investigation. You may be interviewed and you may also be requested to provide a written statement. You will be notified, in writing, every 45 days as to the progress of your complaint. When the investigation is completed, the chief of police will review it and decide what action, if any, will be taken. You will be advised, in writing, of the police service's decision.</li> </ul>				
<p><b>APPEAL PROCEDURE</b></p>					
<p><b>1. Law Enforcement Review Board</b></p>	<p>If you are not satisfied with the decision of the chief of police, you may appeal the decision to the Law Enforcement Review Board <b>within 30 days</b>. Submit your appeal, in writing, stating the points in the police findings with which you disagree and the reasons why.</p>				
<p><b>2. Appeal Hearing</b></p>	<p>The Law Enforcement Review Board is an independent non-police body made up of members from the public, who are appointed by the Lieutenant Governor. The Board will advise you, in writing, of the date, time and place of the hearing and what, if anything, will be required of you. You have the right to counsel should you so choose.</p> <p>Address Appeal Correspondence to:</p> <table style="margin-left: 200px;"> <tr> <td>Law Enforcement Review Board</td> </tr> <tr> <td>c/o Board Secretary</td> </tr> <tr> <td>15<sup>th</sup> Floor, 10025-102 A Avenue</td> </tr> <tr> <td>Edmonton, Alberta T5J 2Z2</td> </tr> </table>	Law Enforcement Review Board	c/o Board Secretary	15 <sup>th</sup> Floor, 10025-102 A Avenue	Edmonton, Alberta T5J 2Z2
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Edmonton, Alberta T5J 2Z2					
<p><b>3. Board's Decision</b></p>	<p>The decision of the Law Enforcement Review Board is final unless it appears that the Board has misinterpreted the law in coming to its decision. In this case, the decision may be appealed to the Court of Appeal within 30 days of its release (but only with the Court's permission).</p>				

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

## MUNICIPAL CHIEFS OF POLICE

<p><b>EDMONTON</b> Chief of Police Edmonton Police Service 9620 103A Avenue Edmonton, Alberta T5H 0H7</p>	<p><b>CALGARY</b> Chief of Police Calgary Police Service 5111 47 Street NE Calgary, Alberta T3J 3R2</p>	<p><b>LETHBRIDGE</b> Chief of Police Lethbridge Regional Police Service 135 1<sup>st</sup> Avenue S Lethbridge, Alberta T1J 0A1</p>
<p><b>CAMROSE</b> Chief of Police Camrose Police Service 6220 48<sup>th</sup> Avenue Camrose, Alberta T4V 0K6</p>	<p><b>MEDICINE HAT</b> Chief of Police Medicine Hat Police Service 884 2<sup>nd</sup> Street SE Medicine Hat, Alberta T1A 8H2</p>	<p><b>LACOMBE</b> Chief of Police Lacombe Police Service 5211 50<sup>th</sup> Avenue Lacombe, Alberta T4L 1E8</p>
<p><b>TABER</b> Chief of Police Taber Police Service 5700 50th Avenue Taber, Alberta T1G 2H7</p>		

## MUNICIPAL POLICE COMMISSIONS

<p><b>EDMONTON</b> Public Complaint Director or Chair Edmonton Police Commission Suite 1803, Scotia Place Tower 2 10060 Jasper Avenue Edmonton, Alberta T5J 3R8 Tel 780/414-7510</p>	<p><b>CALGARY</b> Public Complaint Director or Chair Calgary Police Commission #650 - 615 Macleod Trail SE Calgary, Alberta T2G 4T8 Tel 403/428-8914</p>	<p><b>LETHBRIDGE</b> Public Complaint Director or Chair Lethbridge Police Commission 135 1<sup>st</sup> Avenue S Lethbridge, Alberta T1J 0A1 Tel 403/308-6709</p>
<p><b>CAMROSE</b> Public Complaint Director or Chair Camrose Police Commission 5204 50<sup>th</sup> Avenue Camrose, Alberta T4V 0S8 Tel 780/678-3035</p>	<p><b>MEDICINE HAT</b> Public Complaint Director or Chair Medicine Hat Police Commission 884 2<sup>nd</sup> Street SE Medicine Hat, Alberta T1A 8H2 Tel 403/502-8908</p>	<p><b>LACOMBE</b> Public Complaint Director or Chair Lacombe Police Commission 5211 51<sup>st</sup> Avenue Lacombe, Alberta T4L 1A1 Tel 403/782-6666</p>
<p><b>TABER</b> Public Complaint Director or Chair Taber Police Commission 5700 50<sup>th</sup> Avenue Taber, Alberta T1G 2H7 Tel 403/223-5500 ext. 5519</p>		

*Municipal Police Commissions have public complaint directors who are responsible for receiving your complaint, answering questions about the complaints process and monitoring ongoing complaint investigations to ensure the integrity of process, thoroughness and timeliness of the investigation. A public complaint director also reviews complaint investigations that have been concluded and the administration of the alternative dispute resolution process.*