

HOW TO RESOLVE A COMPLAINT ABOUT THE MUNICIPAL POLICE SERVICE

MUNICIPAL POLICE SERVICE – POLICIES/SERVICE (<i>Police Act</i> of Alberta) COMPLAINT & APPEAL PROCESS
<p>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 service or policy issue was first discovered or ought to have been discovered (whichever occurs later).</p>
<p>COMPLAINT PROCEDURE</p>
<p>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. Where a complaint is a complaint as to the policies of or services provided by a police service, the complaint is to be submitted to either the public complaint director of the municipal police commission or the chief of police of the municipal police service.</p>
<p>2. Provide Details Your complaint should be in writing and must contain the reasons for your complaint and the details of the policy or service that is subject of the complaint.</p>
<p>3. Informal resolution and mediation Prior to conducting a formal investigation, the police service must offer to attempt to resolve the matter informally with the consent if this alternative method is appropriate in the circumstances.</p>
<p>4. Investigation of complaint</p> <ul style="list-style-type: none"> • <u>Complaints submitted to the Public Complaint Director:</u> 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. • <u>Complaints submitted to the Chief of Police:</u> 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.
<p>APPEAL PROCEDURE</p>
<p>1. Municipal Police Commission If you are not satisfied with the decision of the Chief of Police, you may appeal the decision to the municipal 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.</p>
<p>2. Appeal Review Municipal police commissions are public bodies with a governance role in the oversight of the police service. The municipal police commission will review the matter and, if necessary, conduct a hearing into the matter being appealed.</p>
<p>3. Commission's Decision After completing its review, the municipal police commission shall advise the complainant in writing as to the disposition of the appeal.</p>

For more information, please contact:
 Law Enforcement and Oversight Branch
 Public Security Division
 Alberta Justice and Solicitor General
 10th 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>EDMONTON Chief of Police Edmonton Police Service 9620 103A Avenue Edmonton, Alberta T5H 0H7</p>	<p>CALGARY Chief of Police Calgary Police Service 5111 47 Street NE Calgary, Alberta T3J 3R2</p>	<p>LETHBRIDGE Chief of Police Lethbridge Regional Police Service 135 1st Avenue S Lethbridge, Alberta T1J 0A1</p>
<p>CAMROSE Chief of Police Camrose Police Service 6220 48th Avenue Camrose, Alberta T4V 0K6</p>	<p>MEDICINE HAT Chief of Police Medicine Hat Police Service 884 2nd Street SE Medicine Hat, Alberta T1A 8H2</p>	<p>LACOMBE Chief of Police Lacombe Police Service 5211 50th Avenue Lacombe, Alberta T4L 1E8</p>
<p>TABER Chief of Police Taber Police Service 5700 50th Avenue Taber, Alberta T1G 2H7</p>		

MUNICIPAL POLICE COMMISSIONS

<p>EDMONTON 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>CALGARY Public Complaint Director or Chair Calgary Police Commission #650 - 615 Macleod Trail SE Calgary, Alberta T2G 4T8 Tel 403/428-8914</p>	<p>LETHBRIDGE Public Complaint Director or Chair Lethbridge Police Commission 135 1st Avenue S Lethbridge, Alberta T1J 0A1 Tel 403/308-6709</p>
<p>CAMROSE Public Complaint Director or Chair Camrose Police Commission 5204 50th Avenue Camrose, Alberta T4V 0S8 Tel 780/678-3035</p>	<p>MEDICINE HAT Public Complaint Director or Chair Medicine Hat Police Commission 884 2nd Street SE Medicine Hat, Alberta T1A 8H2 Tel 403/502-8908</p>	<p>LACOMBE Public Complaint Director or Chair Lacombe Police Commission 5211 51st Avenue Lacombe, Alberta T4L 1A1 Tel 403/782-6666</p>
<p>TABER Public Complaint Director or Chair Taber Police Commission 5700 50th 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.