

## HOW TO RESOLVE A COMPLAINT AGAINST THE RCMP IN ALBERTA

Policing is a public service and citizens have a right to fair and equitable treatment from the police. Police realize that they must maintain a high level of public support in order to carry out their duties. Although police services strive for a high degree of professionalism, there will be times when citizens feel they have not been treated fairly or equitably by a police officer and desire to lodge a complaint concerning the conduct of members in relation to the performance of their duties.

### RCMP (RCMP Act of Canada) COMPLAINT & REVIEW PROCESS

#### COMPLAINT PROCEDURE

##### 1. Options for Filing a Complaint

You may file your complaint via any one of the following methods:

- a) Bring your inquiry, concerns or complaint to your local municipal offices and speak with the Public Complaint Director from the municipal policing committee (if one has been established) to informally resolve your concerns or file a formal complaint.
- b) Bring your concerns or complaint to the attention of the local Detachment Commander for informal resolution.
- c) Address your complaint in writing to the Commanding Officer, RCMP "K" Division:  
Commanding Officer  
RCMP "K" Division  
11140 – 109 Street  
Edmonton, Alberta T5G 2T4
- d) Address your complaint via email to [PPCD@gov.ab.ca](mailto:PPCD@gov.ab.ca) to the Provincial Public Complaint Director or in writing as follows:  
Provincial Public Complaint Director  
Law Enforcement and Oversight Branch  
Alberta Justice and Solicitor General  
Public Security Division  
10<sup>th</sup> Floor, 10365-97 Street  
Edmonton, Alberta T5J 3W7
- e) Address your complaint in writing to the Civilian Review and Complaints Commission for the RCMP (CRCC):  
Civilian Review and Complaints Commission for the RCMP  
PO Box 1722, Station B  
Ottawa, Ontario K1P 0B3  
  
Telephone: 1-800-665-6878  
[www.crcc-ccetp.gc.ca](http://www.crcc-ccetp.gc.ca)

*(Note: Should you choose to send your complaint to the CRCC, you should be aware that it will be forwarded back to the Commanding Officer, RCMP "K" Division for initial investigation)*

##### 2. Provide Details

Your complaint should be in writing and must contain the reasons for your complaint and the details of the incident involved or the aspect of service delivery you find unsatisfactory.

##### 3. Investigation of Complaint related to the on-duty conduct of a member of the RCMP:

Upon receipt of your complaint, you will be given written acknowledgement that your complaint has been received. An RCMP member will investigate the complaint. When the investigation is complete, it will be reviewed by the Commanding Officer, RCMP "K" Division, who will decide what action, if any, will be taken. You will be informed, in writing, of the results of the investigation with a summary of any action that has been or will be taken.

#### APPEAL PROCEDURE

##### 4. Civilian Review and Complaints Commission for the RCMP (CRCC)

If you are not satisfied with the decision on your complaint, you may request the Civilian Review and Complaints Commission for the RCMP to review it. The CRCC is an independent body created by Parliament to ensure that complaints against the RCMP are examined impartially. The review may involve further investigation or a public hearing. Upon completion of the review, the Commission will advise you of its findings and recommendations.

Address Review/Appeal Correspondence to:  
Civilian Review and Complaints Commission for the RCMP  
PO Box 1722, Station B  
Ottawa, Ontario K1P 0B3  
Telephone: 1-800-267-6637

##### 5. Appeal Hearing

Where the Civilian Review and Complaints Commission for the RCMP holds a hearing it is normally held in public and in the community where the complaint incident arose, if convenient to all parties. After the hearing the Commission prepares a report with non-binding findings and recommendations.

#### For additional information contact:

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