



## Make a Formal Complaint about a Peace Officer in the Sheriffs Branch, Fish and Wildlife Enforcement Branch or the Commercial Vehicle Enforcement Branch

### Complaints and Appeals

#### Complaint procedure

To make a formal complaint, send a written complaint with the reasons for your complaint and the details of what happened to the Investigative Services Team (IST). *The IST is not part of the Sheriffs Branch, Fish and Wildlife Enforcement Branch or the Commercial Vehicle Enforcement Branch.*

Investigative Services Team  
Law Enforcement and Oversight Branch  
Public Safety and Emergency Services  
9th Floor, 10365 97 Street NW  
Edmonton, Alberta T5J 3W7  
Email: pses.ist@gov.ab.ca  
Phone: 780-643-1819 or 1-877-643-1819

#### Informal resolution and mediation

If you agree, the IST may try to informally resolve the matter between you and the peace officer(s) before opening an investigation.

#### Complaint investigation and findings

You will be notified, in writing, every 45 days about the progress of your complaint. You will be given the findings of the IST's investigation.

#### Appeal procedure, review and decision

If you are not satisfied with the investigation findings, you have 30 days to submit a written appeal to the appeals delegate. State in your appeal why you disagree with the findings. *The appeals delegate is a member of the public named to the position by the director of law enforcement.*

Appeals Delegate  
c/o Director of Law Enforcement  
9th Floor, 10365 97 Street NW  
Edmonton, Alberta T5J 3W7  
Email: poprogram@gov.ab.ca

You will be notified, in writing, every 45 days about the progress of your appeal. You will be given the appeals delegate's decision when the review of your appeal is finished.

*Under the **Peace Officer Act**, the appeals delegate's decision is final.*