

HOW TO RESOLVE A COMPLAINT CONCERNING THE CONDUCT OF A PEACE OFFICER IN ALBERTA

PEACE OFFICERS (*Peace Officer Act* of Alberta) COMPLAINT & APPEAL PROCESS

The *Peace Officer Act* states that a complaint must be filed in writing to be considered a formal complaint.

COMPLAINT PROCEDURE

1. **Address complaint to the head of the organization employing the peace officer. i.e. Chief Administrative Officer or equivalent of a municipality or agency.**

2. **Provide details**

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

3. **Informal resolution and mediation**

Prior to conducting a formal investigation, the agency may attempt to resolve the matter informally with the consent of you and the peace officer(s) involved.

4. **Investigation of complaint**

Upon receipt of your complaint the agency will notify you, in writing and within 30 days, to acknowledge receipt of the complaint. They will then have it investigated. You may be interviewed and you may also be requested to provide further written information. You will be notified, in writing, every 45 days as to the progress of your complaint. When the investigation is completed, the agency will review it and decide what action, if any, will be taken. You will be advised, in writing, of the decision.

APPEAL PROCEDURE

1. **Director of Law Enforcement – Public Security Division**

If you are not satisfied with the decision of the agency, you may appeal the decision to the Director of Law Enforcement **within 30 days**. Submit your appeal, in writing, stating the points in the findings with which you disagree and the reasons why.

Address Appeal Correspondence to:

**Director of Law Enforcement
10th Floor, 10365 - 97 Street
Edmonton, Alberta T5J 3W7**

The Director of Law Enforcement, through the Public Security Peace Officer Program Manager or Program Auditors/Investigators, will contact you for further details, if required. A review of your appeal will be undertaken and you will be notified, in writing, every 45 days as to the progress of your appeal. When the review is complete you will be advised what action, if any, will be taken. You will be advised in writing.

The decision of the Director of Law Enforcement under the *Peace Officer Act* appeal process is final.

For more information, please contact:
Public Complaints Coordinator – Security Programs
9th Floor, 10365–97 Street
Edmonton, AB T5J 3W7
Phone: 780-638-3704
Fax: 780-427-4670
Email: PoProgram@gov.ab.ca