

Complaint Form

If you wish to file a complaint concerning a police officer with a municipal police department in British Columbia, please complete the form below. Please fill in as much information as possible and additional pages may be attached if required. If you require assistance, contact the OPCC and someone from our office will assist you. 1 (877) 999-8707 or info@opcc.bc.ca

What you should know

Please note that the information on this form will be sent to the Office of the Police Complaint Commissioner and the Chief Constable of the police department you are complaining about, in care of their Professional Standards Unit, or the police department's Police Board.

Registered Complaints:

Registered Complaints are complaints about the conduct of an officer that caused you concern. If you have a complaint regarding a municipal police officer in British Columbia, you may complete and submit the form below. This will entitle you to various rights under the Police Act, including:

- Participating in a Complaint Resolution process or Mediation;
- Being kept informed of the progress of the investigation;
- Receiving a concluding report;
- Given the opportunity to make submissions on what you feel are appropriate disciplinary or corrective measures;
- If not satisfied with the outcome, the ability to appeal the decision.

A complaint must be made within the 12-month period beginning on the date of the conduct giving rise to the complaint. The Police Complaint Commissioner may extend the time limit for making a complaint if it is determined that there are good reasons for doing so and it is not contrary to the public interest.

A member of the public who does not wish to participate in the formal complaint process may contact a police department directly to report a **Question or Concern**. Police departments are required to record questions or concerns and advise the OPCC on how they were resolved. The OPCC will review the record to ensure that it was handled appropriately and that a public trust investigation was not necessary.

If you would like more information about the complaint process, visit our website at opcc.bc.ca or call us toll free at 1 (877) 999-8707.

The OPCC does not have jurisdiction over the handling of complaints involving members of the Royal Canadian Mounted Police (RCMP).

Complainants who wish to file a complaint against an RCMP officer will be referred to the Civilian Review and Complaints Commission:

Civilian Review and Complaints Commission for the RCMP National Intake Office
PO Box 1722, Station B Ottawa, ON K1P 0B3
Toll-Free: 1 (800) 665-6878
Website: www.crc-cetp.gc.ca

Service or Policy Complaints:

Complaints about the policies or the services of a police organization are the responsibility of the department's police board. The board must advise the OPCC and the complainant of how the complaint was handled; including what course of action, if any, was taken and must provide a summary of the results of any investigation or study. The Police Complaint Commissioner cannot direct a board to take any particular course of action regarding a Service or Policy complaint, but may make recommendations to the department's Police Board.

If you would like further information about the Police Act complaint process please visit the OPCC website at www.opcc.bc.ca or call 1 (877) 999-8707.

Registered Complaint

Service or Policy Complaint

The completed form may be submitted to any municipal police department or submitted directly to:

The Office of the Police Complaint Commissioner
5th Floor, 947 Fort Street, PO Box 9895 Stn Prov Govt, Victoria, BC V8W 9T8
Tel: (250) 356-7458 Fax: (250) 356-6503 Web: www.opcc.bc.ca

Your Contact Details

*Indicates this information is required in order to process your complaint. Please be as precise as possible.

Please provide a phone number and mailing or email address so that we may contact you.

*First Name: _____ *Last Name: _____ Title (eg.Mr): _____

Mailing Address: _____

City/Town: _____ Province: _____

Email Address: _____

*Main Phone: _____ Alternate Phone: _____

*Date of Birth _____

Day / Month / Year

Demographics

The Office of the Police Complaint Commissioner is responsible for compiling information related to the characteristics of persons who make complaints (i.e. statistical demographics), such as age, gender and ethnicity pursuant to section 177(2)(e)(i) of the BC Police Act (2010). The purpose of collecting this information is to identify any trends relating to persons who make complaints. Answering this question is completely voluntary and will not affect any service provided or decision made by the OPCC.

This personal information will be kept confidential and will not be shared with police departments or police boards unless you file a complaint directly with the police department. The OPCC is mandated to report publicly on the aggregate data collected which will group the information you provide with other complainants. It will not contain any identifying information. For more information about the collection of demographics, please contact info@opcc.bc.ca

Gender: _____

Please note, the examples and descriptions below is not a full, comprehensive list of all ethnic backgrounds.

Choose a category that you think best describes your ethnicity.

Ethnicity: (please select all that apply)

Black - African, Afro-Caribbean descent/African Canadian

East Asian – Chinese, Korean, Japanese, Filipino, Vietnamese and other Southeast Asian descent

Indigenous – First Nations, Inuit or Métis descent

Latino – Latin American or Hispanic descent

Middle Eastern – Arab, Persian or West Asian descent e.g., Afghani, Turkish, Kurdish

South Asian – Indian Subcontinent descent e.g., East Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean etc.

White – European descent

Another ethnic category – please specify: _____

Details of the Complaint

*When did the incident happen? _____ *Time it occurred? _____ *Where did the incident happen? _____
Day / Month / Year

*Name of the Police Department involved: _____ Police File # (if known): _____

Name or badge number of Officer(s) (if known): _____

Were there any witnesses? If so, please list their names and contact information (if known):

Describe your injuries (if any): _____

If you received treatment for your injuries: Where _____ When _____

Description of Complaint

Describe in detail what specifically caused you to make a complaint. Consider the following:

- What did the officer(s) do, say or did not do that has caused you to make this complaint?
- Based on your complaint, what do you think the officer(s) should have done or said?
- Describe any injury or damage as a result of what the officer(s) did or didn't do.
- Identify any evidence of the incident(s) you have (e.g. photo, audio, video, medical records).
- If this happened to someone else and you are a witness to the incident, please include the name and contact information of the person this happened to (if known).

Description of Complaint (continued)

Please attach additional pages if required.

Complaint Resolution

The main goal of Complaint Resolution is to provide complainants and police officers an opportunity to engage in a process where they can share their perspectives and find common ground with the aim of coming to a resolution agreement between both parties.

I would consider participating in a Complaint Resolution process or Mediation for this matter if my complaint is determined to be admissible and appropriate for this process

Declaration

I certify that the information provided is true. I understand the information on this form will be provided to the Chief Constable, in care of their Professional Standards Unit or the department's Police Board, and that this complaint may be investigated by the Professional Standards Unit of the department I am complaining about with oversight provided by the Office of the Police Complaint Commissioner. I understand that a Professional Standard Investigator or an OPCC Investigative Analyst may reach out to me to obtain further information about my complaint and may request my participation.

* Signature of Complainant

* Date signed

Freedom of Information and Protection of Privacy – The personal information that you have provided on this complaint form is collected by the OPCC under the **Police Act**. The information will be used to investigate your complaint. The OPCC is required to adhere to the **Freedom of Information and Protection of Privacy Act (FOIPPA)**. If you have any questions about privacy protection, please contact the Office of the Information and Privacy Commissioner for B.C. at (250) 387-5629, info@oipc.bc.ca or visit their website at <https://www.oipc.bc.ca>.

To be completed by the person receiving this complaint: I hereby acknowledge receipt of the above-noted complaint,

Received on: _____ at _____ Name of person receiving complaint: _____
Day / Month / Year time

Agency receiving complaint: _____

If received orally, confirm contents of complaint read back to the Complainant. Yes

Copy of complaint acknowledging receipt provided to Complainant Yes Forwarded to OPCC

Date sent? _____
Day / Month / Year