

Let us help you



The OPCC can ...

- ▶ Assist you in ensuring you have all the information you need to file your complaint
- ▶ Help guide you through complaint process
- ▶ Make sure you are aware of your rights and what they mean
- ▶ Assist by promoting complaint resolutions or arranging professional mediators
- ▶ Work with the investigator to make sure the investigation is thorough and professional
- ▶ Ensure that your complaint is

The OPCC oversees the handling of complaints involving the following police departments and agencies:

Abbotsford	Saanich
BC CFSEU	St'atl'imx Tribal Police
Central Saanich	SCBCTAPS (Transit Police)
Delta	
New Westminister	Vancouver
Oak Bay	Victoria
Port Moody	West Vancouver
Nelson	

If you have a complaint about any officer who is a member of one of these agencies, or about the agency itself, we are here to assist you.

How Do I File a Complaint?

You can file a complaint on-line through the OPCC website (www.opcc.bc.ca), at any municipal police department's front counter or contact our office directly.

What Happens to My Complaint?

If your complaint:

- ✓ contains an allegation of police misconduct;
- ✓ is not frivolous or vexatious; and
- ✓ concerns an incident that occurred within the last 12 months,

it will be forwarded to the Professional Standards Section of the originating police department for investigation. An investigative analyst from our office will be assigned to oversee the handling of your complaint.

Can I Informally Resolve My Complaint?

Most complaints can be successfully resolved informally or through the assistance of a professional mediator. Results have shown that participants come away with a greater understanding when they have a direct hand resolving the issues to their satisfaction. There is nothing to lose by trying. If no agreement can be reached, the investigation into the complaint continues.

What Happens to Complaints Not Resolved through Complaint Resolution or Mediation?

If your complaint is not appropriate for complaint resolution, or no agreement could be reached, the police have a duty to investigate your complaint and provide you with a report. An investigation into a complaint must be completed within 6 months, unless an extension is granted by the Police Complaint Commissioner.

An investigative analyst with our office is assigned to your file and oversees the entire process to ensure the investigation is thorough and fair.

Following the investigation, the Professional Standards investigator will submit a report to the "Discipline Authority" (usually the Chief Constable of the department) for decision. The Discipline Authority will then provide you with a copy of the investigation, the findings and their decision.

If you disagree with the decision, you may request the Police Complaint Commissioner to review the decision.

Support Groups are Available

A wide variety of support groups are available to assist you with the complaint process. For help finding the right support group for your needs, please call our office at 1 877-999-8707 and ask for our Intake Services and Public Outreach Coordinator. A complete list of support groups is also available on our website.

Office of the Police Complaint Commissioner

Location:

5th Floor, 947 Fort Street
Victoria, British Columbia
Tel: (250) 356-7458
Fax: (250) 356-6503

Mailing Address:

PO Box 9895, Stn Prov Govt
Victoria, BC V8W 9T8

Call us Toll-Free at:

1-877-999-8707

Visit the OPCC Website at:

www.opcc.bc.ca



Do you have a
complaint
about the
police in British
Columbia?

If you have a complaint involving a member of the RCMP in British Columbia, you should contact the Civilian Review and Complaints Commission for the RCMP

PO Box 88689
Surrey, BC V3W 0X1
Toll Free at 1-800-665-6878
Website: www.crc-cctcp.gc.ca



OFFICE OF THE
POLICE COMPLAINT
COMMISSIONER