

# Complaint Form

If you wish to file a complaint concerning an 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.

## 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 department's Police Board.

### Registered Complaints:

If you have a complaint regarding a municipal police officer or department 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.**

If you simply want the police department and the OPCC to know about your concerns, but do not wish to participate in the formal complaint process, you may file a "Question or Concern" directly with the originating police department. Depending on the information provided, it may or may not result in an investigation and you will not have the same rights as set out above.

If you would like more information about the complaint process, visit our website at [opcc.bc.ca](http://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](http://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](http://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](http://www.opcc.bc.ca)

## Your Details

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

Please provide at least one way in which we can contact you.

\*First Name: \_\_\_\_\_ \*Last Name: \_\_\_\_\_ Title (eg.Mr): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\*Date of Birth: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_  
year/month/day

Cell Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Gender: \_\_\_\_\_ Ethnicity: \_\_\_\_\_

## Details of the Complaint

\*When did the incident happen? \_\_\_\_\_ \*Time it occurred? \_\_\_\_\_  
year/month/day

\*Where did the incident happen? \_\_\_\_\_

\*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 describe your complaint and the details of what occurred. If required, you may attach additional pages.

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## 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.

### 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.

\_\_\_\_\_  
\* 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](mailto: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: \_\_\_\_\_  
year/month/day time

Agency receiving complaint: \_\_\_\_\_

How was the complaint received?  In person  By mail  By phone  By email  Online

If received orally, contents of complaint read back to Complainant?  Yes  No

Copy of complaint acknowledging receipt provided to Complainant?  Yes  No  Forwarded to OPCC

Date sent? \_\_\_\_\_  
year/month/day