

# Complaint Form

## How we can help

The British Columbia Office of the Police Complaint Commissioner (OPCC) is an impartial agency— independent of police and government. We take complaints about municipal police and monitor their investigations. We are here to inform, advise, and assist everyone involved in the police complaints process.

Note: We are **not** responsible for Royal Canadian Mounted Police (RCMP) complaints. If you wish to file a complaint against an RCMP officer, contact the Civilian Review and Complaints Commission (CRCC).

[www.crcc-ccetp.gc.ca](http://www.crcc-ccetp.gc.ca)

## Support and Assistance

There are a wide variety of supports available to assist you through the complaint process, including translation and interpretation services. For help finding the right support for your needs, please call our office at **1 (877) 999-8707** and ask for the Outreach and Accessibility Coordinator.

## Making your complaint

The more complete your Complaint Form is, the easier it can be processed.

- **Before you begin** Review the Complaint Form below and gather all the information needed to describe your complaint.
- **Choose the type of complaint you are filing.**
- **Complete and submit your Complaint Form** You may submit your completed Complaint Form on our website, by email, by mail or fax, or drop it off at a municipal police station. You can also make a complaint over the phone with OPCC staff, by calling **1-877-999-8707** (no cost), or at our office.

### The Office of the Police Complaint Commissioner

2nd Floor, 947 Fort Street, PO Box 9895 Stn Prov Govt, Victoria, BC V8W 9T8

Tel: **(250) 356-7458** Fax: **(250) 356-6503** Email: [info@opcc.bc.ca](mailto:info@opcc.bc.ca) Website: [opcc.bc.ca](http://opcc.bc.ca)

Submitting a complaint will start the complaint process. The OPCC reviews all complaints and you may be contacted if more information is needed. If you do not wish to participate in the formal complaint process, you may contact a police department directly to report a Question or Concern. Police departments are required to record questions or concerns and tell the OPCC how they were resolved. The OPCC will review the record to ensure that it was handled appropriately.

## Choose the type of complaint you are filing

### Police Complaints

Is your complaint about the **conduct** (behaviour, words, or actions) of a police officer?

If yes, this is a Police Complaint. Every Police complaint is processed and reviewed by the OPCC to decide if it will go for investigation. You will receive a letter outlining the OPCC's decision. If your complaint goes for investigation, you will have certain rights.

Your rights under the BC Police Act include:

- participating in a Complaint Resolution process or Mediation.
- being kept informed of the progress of your complaint investigation.
- receiving a final report.
- providing input on what discipline or correction you feel the officer should receive.
- requesting a review of the decision if you are not satisfied with the results.

### Service or Policy Complaints

Is your complaint about the **services or policies** of a police department?

If yes, this is a Service or Policy Complaint. These complaints are reviewed by the police board of the municipal police department. The Police Complaint Commissioner may make recommendations to a Police Board or the Director of Police Services as a result of a Service or Policy Complaint.

Service or Policy complaints can include concerns about a police department's:

- policies (rules and standards that guide how police deliver their service).
- training in particular areas.
- services (how effective or efficient the police respond to requests for assistance).

## Choose the type of complaint you are filing

Police Complaint

Service or Policy

Unknown

## Your Contact Details

Please provide contact details so we may reach you. Your email address and phone numbers will help us contact you directly.

**When you see the star symbol \* the information is required so your complaint can be processed.**

Title (Ms., Mx., Mr.): \_\_\_\_\_

\*First Name: \_\_\_\_\_

\*Last Name: \_\_\_\_\_

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

City/Town: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

\*Email Address: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

Alternate Phone Number: \_\_\_\_\_

\*Date of Birth: \_\_\_\_\_

Day / Month / Year

If you would like to, please let us know how you wish to be addressed (she/her, they/them, he/him): \_\_\_\_\_

If you have a disability, accommodations are available. Please indicate how we may accommodate your needs:

## OPTIONAL: Demographic (Background) Information

Answering questions about your gender and ethnicity or cultural background is **your choice**. It will not affect any service we provide or decision we make if you choose not to answer the questions.

We find the information very helpful in delivering our services. We collect information about people submitting complaints and review it to ensure that we are meeting the needs of groups and individuals who may not be well-represented in the complaints process. This personal information will be kept **confidential** and will not be shared with police departments or police boards.

We are required to report to the public on the information collected, but it is grouped together so no individual person can be identified. This includes statistical demographics such as age, gender, and ethnicity (following section 177(2)(e)(i) of the BC Police Act (2010)). These reports will not contain any information that could identify you. If you have questions about how we collect demographic information, please contact us at [info@opcc.bc.ca](mailto:info@opcc.bc.ca).

**Gender:** (Please identify your gender) \_\_\_\_\_

**Ethnicity:** Please note, the examples and descriptions below are not a complete list of all ethnic backgrounds.

**Select all boxes showing which you think best describe your ethnicity.**

**Black**—African, Afro-Caribbean, African Canadian ancestry

**Indigenous**—First Nations, Inuit, Inuk, Métis ancestry

**Latino**—Latin American or Hispanic ancestry

**Asian**—Chinese, Korean, Japanese, Filipino, Vietnamese, other Southeast Asian ancestry

**Middle Eastern**—Arab, Afghani, Turkish, Kurdish, Persian, West Asian ancestry

**South Asian**—Indian Subcontinent ancestry, Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean ancestry

**White**—European ancestry

**Another ethnic group**—please identify: \_\_\_\_\_

## Complaint Information

Please fill in as much information as you can. Attach additional documents or pages as needed.

\*When did the incident happen? (Example: 02/07/2019 for July 2, 2019) \_\_\_\_\_ What time did it occur? \_\_\_\_\_  
Day / Month / Year

Where did the incident happen? Please provide location details, if known: \_\_\_\_\_

\*Name of the Police Department involved: \_\_\_\_\_

Name or badge number of the officer(s), if known: \_\_\_\_\_

Police file number, 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, please indicate when and where you received it:

When: \_\_\_\_\_ Where: \_\_\_\_\_  
Day / Month / Year

## Complaint Description

Describe in detail what specifically caused you to make a complaint. Use the space below and attach more pages if needed. Consider describing:

- what the officer(s) said, did, or did not do.
- what you think the officer(s) should have done or said.
- any injury or damage as a result of what the officer(s) did or did not do.
- evidence of the incident(s) you have, such as photos, audio, video, or medical records.
- the police department's policy that you may have a concern about.

If this happened to someone else and you are a witness to the incident, include the name and contact information of the person this happened to (if known).

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## Complaint Details

## Complaint Resolution

There may be an opportunity for you to work with the police department and resolve the complaint together through an alternative dispute resolution process called Complaint Resolution. Complaint Resolution is different from a Formal Investigation. The main goal is to give you a chance to share your views and hear the officer's views about the incident. You do not have to meet the officer to participate in Complaint Resolution. If the process is successful, a formal resolution agreement between you and the officer is prepared, which is kept confidential.

Are you interested in participating in Complaint Resolution?

Yes      No

## My Statement

I certify that this information is true to the best of my knowledge. I understand:

- that this complaint may be investigated by the Professional Standards Unit of the department I am complaining about, and will be monitored by the OPCC.
- this complaint will be given to the Chief Constable of the department I am complaining about, by someone from their Professional Standards Unit or Police Board.
- a Professional Standards Investigator or an OPCC Investigative Analyst may contact me for more information and may request my participation in the investigation, including providing an additional statement.

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\*Please sign first and last name here

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\*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* and in accordance with the *BC Freedom of Information and Protection of Privacy Act* (FOIPPA). The information will be used to investigate your complaint.

If you have any questions about privacy protection, please contact the Office of the Information and Privacy Commissioner for BC at **(250) 387-5629**, **info@oipc.bc.ca**, or visit **www.oipc.bc.ca**.

## For Staff to Complete

### Receipt of a Complaint Form. To be completed by the person receiving this complaint:

I \_\_\_\_\_ from (agency) \_\_\_\_\_

acknowledge receiving this complaint on \_\_\_\_\_ Date/ \_\_\_\_\_ Month/ \_\_\_\_\_ Year at/ \_\_\_\_\_ am/pm

If you recorded the complaint, did the originator confirm their complaint's contents when it was read back to them?

Yes. If not, what was done? \_\_\_\_\_

Was a copy of the complaint receipt given to originator? Yes

Forwarded to OPCC? Yes on \_\_\_\_\_ Date/ \_\_\_\_\_ Month/ \_\_\_\_\_ Year

**This Complaint form and additional information provided by the complainant is to be sent to the OPCC for processing within the next business day of its receipt.**