

GRANDE PRAIRIE POLICE SERVICE
COMPLAINT & APPEAL PROCESS
(Police Act of Alberta)

The Police Act states that a complaint must be filed within one year of the events upon which it is based; or, within one year of when the conduct was first discovered or ought to have been discovered (whichever occurs later).

WHO CAN FILE A COMPLAINT

1. The person to whom the conduct complained of was directed;
2. A person who was present at the time the incident occurred and witnessed the conduct complained of;
3. An agent of the person referred to in #1
4. A person who
 - i. Was in a personal relationship with the person referred to in #1 at the time the incident occurred, and
 - ii. Suffered a loss, damage, distress, danger, or inconvenience as a result of the conduct complained of.

WHAT TYPE OF COMPLAINTS CAN BE SUBMITTED

1. Conduct of a Grande Prairie Police Service officer;
2. Conduct of the Grande Prairie Police Service Chief of Police; or
3. A policy or service of the Grande Prairie Police Service.

COMPLAINT PROCEDURES

1. Address complaint to either the Public Complaint Director of the municipal police commission or to the Chief of Police of the municipal police service.

The complaint may be submitted to either the Public Complaint Director of the Grande Prairie Police Commission or the Grande Prairie Police Service Chief of Police. Complaint is considered to be made on the date it is submitted.

5. Provide details

Your complaint must be in writing or submitted electronically through our [Online form](#), and must contain the reasons for your complaint, and details of the incident involved.

6. Informal resolution and mediation

Prior to conducting a formal investigation, the police service will offer to attempt to resolve the matter informally with the consent of you and the police officer(s) involved, if this alternative method is appropriate in the circumstances. A complainant and subject officer will be presented with the opportunity to proceed with informal resolution at any time during the complaint investigation process.

7. Investigation of complaint

• **Complaints submitted to the Public Complaint Director:**

Upon receipt of your complaint, the public complaint director will forward it to the chief of police who will assign a member of the police service to investigate. You may be interviewed and you may also be requested to provide a written statement. You will be notified in writing, every 45 days, as to the progress of your complaint. When the investigation is completed, the chief of police will review it and decide what action, if any, will be taken. You will be advised, in writing, of the police service's decision.

• **Complaints submitted to the Chief of Police:**

Upon receipt of your complaint, the chief of police will assign it to a member of the police service for investigation. You may be interviewed and you may also be requested to provide a written statement. You will be notified, in writing, every 45 days as to the progress of your complaint. When the investigation is completed, the chief of police will review it and decide what action, if any, will be taken. You will be advised, in writing, of the police service's decision.

• **Complaints regarding the Chief of Police:**

Upon receipt of your complaint, it will be forwarded immediately to the Chair of the Grande Prairie Police Commission. The Chair will bring the complaint to the Commission for review. If the Commission is of the opinion that the actions of the Chief of Police warrant and investigation, the Chair of the Commission shall request the Minister of Public and Emergency Services to request or direct another police service to investigate the complaint.

APPEAL PROCEDURES

1. Law Enforcement Review Board-

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

For more information please visit: [LERB](#)

2. Appeal Hearing

The Law Enforcement Review Board is an independent non-police body made up of members from the public, who are appointed by the Lieutenant Governor. The Board will advise you, in writing, of the date, time and place of the hearing and what, if anything, will be required of you. You have the right to counsel should you so choose.

Address Appeal Correspondence to: Law Enforcement Review Board
c/o Board Secretary
15th Floor, 10025-102 A Avenue
Edmonton, Alberta T5J 2Z2

3. Board's Decision

The decision of the Law Enforcement Review Board is final unless it appears that the Board has misinterpreted the law in coming to its decision. In this case, the decision may be appealed to the Court of Appeal within 30 days of its release (but only with the Court's permission).