



PARTNERS IN POLICING

**HALIFAX**

# ***Halifax Regional Municipality Police Complaints Process***

***April 15<sup>th</sup>, 2019***

# RCMP Process

# ***Making a public complaint against an RCMP member***

***You may make a public complaint against an RCMP police officer, a civilian member or a supernumerary special constable about their conduct. The RCMP member must be performing their duties at the time of the conduct concern.***

***To report a concern:***

- You can contact any RCMP detachment and in the HRM, any HRP Office;***
- You can contact the Civilian Review and Complaints Commission (CRCC) for the RCMP by;***

***Telephone: From anywhere in Canada: 1-800-665-6878***

# ***Making a public complaint against an RCMP member (cont'd.)***

- ***By Mail;***

***Civilian Review and Complaints Commission for the RCMP  
National Intake Office  
P.O. Box 1722, Station B  
Ottawa, ON K1P 0B3***

- ***Online:***

***Complete and submit the online complaint form which can be found at <https://www.cccc-ccetp.gc.ca/en/make-complaint-form>***

# ***Making a public complaint against an RCMP member (cont'd.)***

- ***Public complaints are to be made within one year of the alleged conduct occurring. If more than one year has gone by, the complainant can still make a complaint but will need to explain why there was a delay. The RCMP or the CRCC will decide whether the one year timeline will be extended.***
- ***If you are under the age of 13, you must be accompanied by a parent or guardian when making a public complaint.***

# Reasons to place a public complaint

*Breaches of conduct can include one or more of the following:*

*Improper attitude*

*Improper use of force*

*Irregularity in procedure*

*Driving irregularity*

*Neglect of duty*

*Mishandling of property*

*Evidence irregularity*

*Oppressive conduct*

*Improper arrest*

*Improper search*

*Inadequate service*

# How public complaints are handled

***Informal resolution: The complainant and subject member(s) meet to discuss a resolution to the complaint that is satisfactory to all.***

***By investigation: If the public complaint cannot be resolved informally, a thorough and efficient investigation will be done.***

***Refused: Depending on the circumstances, the RCMP may refuse to conduct an investigation.***

# *More Information*

*If you are unsatisfied with how the RCMP managed your public complaint, you can request a review be made by the Civilian Review and Complaints Commission for the RCMP. The request for review must be made within 60 days of receiving the RCMP's final report.*

# HRP Process

# Who can make a complaint against an HRP officer?

- The conduct of Halifax Regional Police employees is guided by our **Code of Ethics**. **The complaints process falls under the legislative framework of the Police Act of Nova Scotia.**
- Anyone who feels they haven't been treated properly or who has concerns about the actions of a Halifax Regional Police officer, or the policies or service provided by Halifax Regional Police, may file a complaint.
- You can make a complaint against any Halifax Regional Police officer, including the Chief of Police.

# Making a complaint against an HRP officer

To file a complaint, you may do one of the following:

- Contact the Professional Standards Office, Monday to Friday, 8:30 a.m. to 4:30 p.m. by:

**Phone:** 902.490.5158

**Email:** [hrpprostand@halifax.ca](mailto:hrpprostand@halifax.ca)

**Fax:** 902.490.5038

**Mail:** Professional Standards

1975 Gottingen Street

Halifax, Nova Scotia B3J 2H1

- Citizens can also file a complaint about an HRP officer with the Office of the Police Complaints Commissioner (OPCC).

# Making a complaint against an HRP officer (Contd.)

- Complaints concerning Halifax Regional Police (HRP) must be filed within six months of the incident.
- Once a complaint has been put in writing, an officer will be assigned to investigate the complaint.
- Let the Professional Standards Office know if you require assistance, such as an interpreter, so arrangements can be made to accommodate your request.
- If you wish to review the process in detail in advance, contact the Professional Standards Office to get information on the process and have the required forms sent to you.
- Citizens can also file a complaint with any member of the Halifax Regional Police, the HRP Board of Police Commissioners or the Police Complaints Commissioner

# How public complaints against HRP officers are handled

- The officer appointed to investigate a complaint will contact the complainant to discuss the matter and determine how to proceed. This can lead to one of two outcomes:
- **Informal resolution:** If the complainant and the involved officer agree, the investigating officer will attempt to address the complaint through informal resolution, which can include mediated meetings or other action that is mutually agreed upon.
- **Formal investigation:** If there is no informal resolution, the investigating officer will proceed with a formal investigation.

# How public complaints against HRP officers are handled (contd.)

## What can I do if I am not satisfied with the decision

- Citizens can file a Notice of Review (Form 13) with the [Police Complaints Commissioner](#) **within 30 days of receipt of the decision** if they are not satisfied with it.
- The Police Complaints Commissioner will then attempt to resolve the complaint. Any resolution will require the consent of the involved officer and the complainant.
- Following the completion of their investigation, the Commissioner will decide whether the complaint has merit and, if that is the case, the matter will be referred to the Police Review Board.
- If the complaint is not referred to the Police Review Board you will be notified that no further action will be taken with respect to your complaint.

# How to contact the Police Complaints Commissioner

You may contact the office of the [Police Complaints Commissioner](#) by:

- **Phone:** 902.424.3246
- **Email:** [polcom@novascotia.ca](mailto:polcom@novascotia.ca)
- **Fax:** 902.424.1777
- **By mail:**  
Police Complaints Commissioner's Office  
1690 Hollis St., 3<sup>rd</sup> Floor  
PO Box 1573  
Halifax, NS B3J 2Y3