



What types of complaints are suitable for Complaint Resolution?

Complaints that are:

- Less serious in nature.
- Do not involve allegations of serious injury.
- Contain less complicated issues.

For example, they may be about:

- **Discourtesy** – how an officer communicated or treated a member of the public.
- **Neglect of Duty** – where an officer failed to fulfill a duty they are required to complete.
- **Abuse of Authority** – concerns associated with detentions, arrests, searches and lower levels of police use of force.

Examples of outcomes:

- An apology.
- An acknowledgement of the impact of the officer's conduct.
- An exchange of perspectives.
- Training for the officer.

What is the OPCC's Role?

We ensure accountable and effective resolutions.

The OPCC ensures fairness in the resolution process and meaningful outcomes for the parties involved.

We review all complaints and if appropriate, encourage people to attempt Complaint Resolution to resolve their complaint.

We can provide access to community-based support services to assist in this process.

The OPCC reviews each resolution to ensure it is appropriate and adequate.

Contact

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Reaching a solution, together



Complaint Resolution

An accountable and effective way to resolve police complaints

Integrity, Independence, Fairness

www.opcc.bc.ca

What is Complaint Resolution?

It is a way to resolve less serious complaints and allows participants to be involved in the outcome of a complaint. This process is an accountable and effective way to resolve police complaints.



How does it work?

Complaint Resolution is voluntary and can occur at any time during the complaint process. The complainant and police officer must agree to work with the facilitator, who will help the parties reach a resolution. You do not have to meet in person to participate. Either person can withdraw from the process at any time. If this happens, the complaint will continue to be investigated.

If the process is successful, all parties agree to a resolution. The proposed resolution is in writing, and includes the specific terms (outcomes) of the resolution.



What benefits do I get through Complaint Resolution?

The Complaint Resolution process benefits complainants and the police officers. Both have an opportunity to share their perspectives and find common ground to resolve the incident.

Complaint Resolutions offer a powerful learning opportunity for everyone.

Other advantages include:

- Direct input to resolving your complaint.
- Getting answers to your questions.
- Quicker resolution of your complaint.
- Can incorporate culturally relevant practices or protocols.

Call 1-877-999-8707 toll free or visit www.opcc.bc.ca

Positive outcomes

Many participants found the process helpful in addressing their concerns. Here is what some people had to say:



"This process has assisted me in restoring my confidence in both the officer and the department."



"I felt that I had been heard."



"The most satisfying thing was receiving an apology from the officer and getting the acknowledgement that he could have responded better."

Confidential

Complaint Resolution is confidential, including all communications and the final resolution.

