

## What decisions can the Chief of Police make?

After the investigation is complete, and the Chief of Police decides that the officer breached the Service Regulations, the Chief can deal with the matter in one of three ways:

1. An internal disciplinary hearing can be held.
2. An official warning can be placed on the officer's personnel file.
3. The matter may be dismissed.

The Chief of Police will send you a letter informing you of the decision on your complaint, the reasons for this decision, any action to be taken, and your right to appeal the Chief's decision.

## Who sees the complaint?

All complaints are sent to the Chief of Police. Any police officer named also receives a copy of your complaint.

Following the investigation, a report on the complaint investigation is prepared for the Chief. The Chief then reviews the report and makes the final decision on the complaint.

The Chief reports all complaints to the Police Commission.

## How do you appeal the Chief's decision?

If you are not satisfied with the decision of the Chief of Police **concerning the conduct of a particular officer**, you may appeal that decision to:

Law Enforcement Review Board

c/o Board Secretary

1502 City Centre Place

10025—102 A Avenue

Edmonton, AB T5J 2Z2

If you are not satisfied with the decision of the Chief on a matter **concerning the Police Service or policy**, you may appeal that decision to:

Chair

Medicine Hat Police Commission

884—2nd Street SE

Medicine Hat, Alberta T1A 8H2

You have 30 days from the day on which you were advised of the decision to appeal.



Medicine Hat  
Police Commission

# COMPLAINTS AGAINST POLICE



It is important to keep the lines of communication open between the citizens of Medicine Hat and the Police. If you have a complaint against the Medicine Hat Police Service, please let us know.

## What is the Medicine Hat Police Commission?

The Police Commission is a board appointed by City Council. There are citizen members and elected representatives on the Commission. Under the authority of Alberta's Police Act the Commission must oversee the Medicine Hat Police Service. The Commission's responsibilities include establishing policy, reviewing public complaints against the Police Service and its members, and giving instruction as necessary to the Chief.

## What is a public complaint?

A public complaint is a complaint made by a citizen. These complaints will be investigated according to the process set out in the Police Act.

## Who can make a complaint?

Anyone who has a concern about the actions of a police officer or services provided by the police may make a complaint as long as the complaint meets the criteria as listed under Section 42.1 of the Police Act of Alberta.

## How do you make a complaint?

A complaint may take the form of a written complaint filed by attending the MHPS in person. A complaint can also be submitted through email, via the MHPS mobile app or website.

Alternatively you may contact the Police Commission or contact the Public Complaints Director who also can assist you.

## How will your complaint be handled?

Once you file a complaint, it may be handled in one of two ways:

1. It may be informally resolved in a manner which is agreeable to you and to the Police Service. An informal resolution may involve the officer's supervisor being advised of the complaint and bringing the matter to the officer's attention. Mediation facilitated by the Public Complaints Director may also be an agreeable solution. These methods are documented; however, there is usually no formal investigation in these cases.
2. There may be a formal investigation by an officer assigned by the Chief of Police.

You will be contacted by the Chief of Police after your complaint is received.

***Persons who willfully make false statements are subject to charges under the Criminal Code of Canada, and for Civil Court proceedings.***

## How are complaints investigated?

Under the Police Act, public complaints are investigated by the Police Service. You will be contacted and interviewed as part of that investigation. These investigations are sometimes called the formal investigation or the formal complaint process.

The Police Service reviews and evaluates all complaints to determine the seriousness of the issue and if any criminal behaviour is involved. Matters which appear to involve criminal behaviour are assigned for criminal investigation. They are then referred to the Alberta Justice Department.

The investigator then prepares a report for the Chief which contains a recommendation for the action to be taken with respect to the complaint. The Chief makes the final decision on the complaint.

When there is evidence to support the complaint, the Chief decides what disciplinary action will be taken against the officer.



### Medicine Hat Police Commission

884 -2nd Street SE  
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Fax: 403-529-8473