

POLICY STATEMENT #1

OFFICE OF THE POLICE COMMISSIONER

Effective April 2, 2019

Methods of submitting a complaint to the Police Commissioner

1. Section 23(1)(c) of the *Police Act* permits the Police Commissioner to authorize alternate methods of submitting complaints or requests for review.
2. Complaints may be submitted by e-mail to a Chief Officer or the Manager.
3. E-mail complaints must:
 - a. Be submitted to the e-mail address listed on the Commission website for the particular agency.
 - b. Include all information specified by the Commission. And,
 - c. Include a working phone number and address for the purposes of followup.
4. By submitting a complaint via e-mail the complainant agrees that:
 - a. The statements included in that e-mail are true in the same manner as if the complaint had been signed and submitted in hard copy.
 - b. Reply communications may be sent to the e-mail address from which the complaint has been submitted. Those reply communications are sufficient notice of the contents and actions set out in that e-mail.
 - c. Any claim that e-mails sent to that address have not been received has been waived.
5. Submission of a complaint by e-mail does not eliminate the requirement that a complainant may be required to provide further information in writing, by telephone or during an in person interview if it is necessary to resolve the complaint.
6. It is understood that the complainant is solely responsible for controlling access to their own e-mail address.

All of which is dated this 19th day of March, 2019

Thomas W. Jarmyn, CD