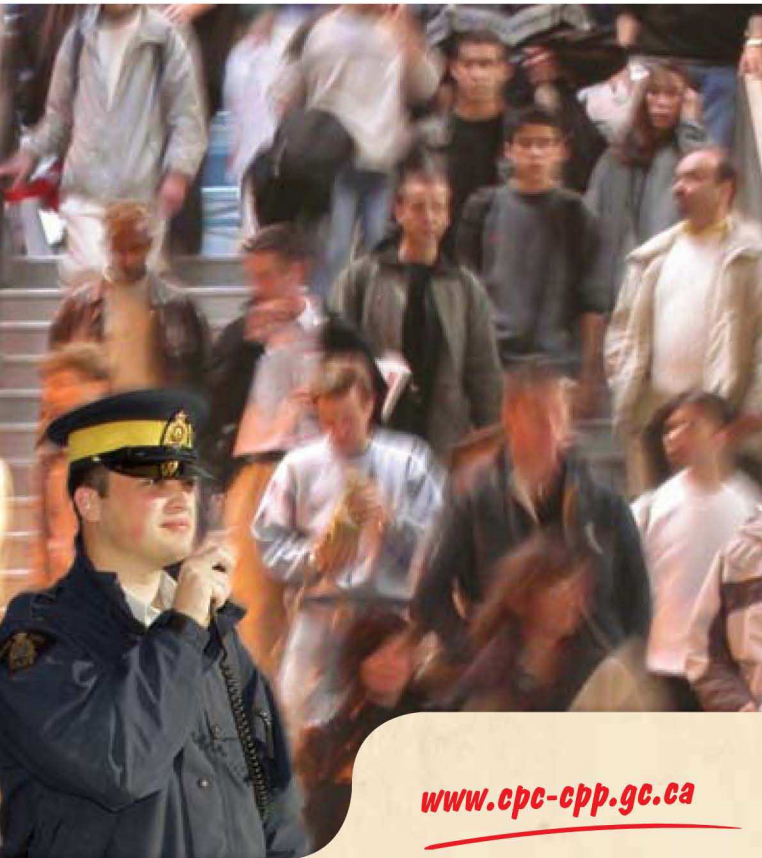




Commission for Public Complaints Against the RCMP



WHO WE ARE AND WHAT WE DO

The Commission for Public Complaints Against the RCMP (CPC) is an independent federal agency, established to receive and review complaints about the conduct of RCMP members in the performance of their duties. Our mission is to ensure public trust in policing through accountability. Our organization is not part of the RCMP.

The CPC acts as a third party, not as an advocate for either the complainant (you) or the RCMP, to ensure, on a timely basis, that complaints are examined fairly and impartially, and that unbiased findings and recommendations are made, aimed at identifying, correcting and preventing problems in policing.

A complaint is an issue or concern regarding the RCMP brought to the CPC by a member of the public.

- Anyone who has a concern about the conduct of an RCMP member may either make a complaint, or request **informal resolution**, in which case a CPC analyst would facilitate a resolution between the complainant and the RCMP.
- Complaints are generally directed by the CPC to the RCMP for **investigation**. The RCMP reports the results of its investigation into the complaint to you, to the police member(s) involved and to the CPC.



If you are not satisfied with the RCMP report, you may ask the CPC to undertake an independent civilian **review** of your complaint:

- The CPC would review the RCMP's investigation of the complaint, and possibly investigate further.
- After the review, if the CPC is satisfied with the RCMP's handling of the complaint, a final report is issued.

If the CPC is not satisfied:

- an interim report, outlining its concerns, is sent to the Commissioner of the RCMP and the Minister of Public Safety;
- the RCMP Commissioner considers the interim report and informs the Chair of the CPC and the Minister of any action to be taken in response to the findings and recommendations of the CPC, or the reason not to take any further action; and
- the CPC prepares a final report including the RCMP Commissioner's response as well as the final recommendations of the CPC.
- Copies of the final report are sent to you, the Minister, the RCMP Commissioner, and the RCMP member(s) involved.

COMPLAINT FORM

Your Information

NAME: _____

ADDRESS: _____

UNIT / APARTMENT #: _____ CITY: _____

PROVINCE: _____ POSTAL CODE: _____

TELEPHONE #1: _____

TELEPHONE #2: _____

E-MAIL: _____

RCMP DETACHMENT OR MEMBER (IF KNOWN): _____

DATE OF INCIDENT: (DD/MM/YYYY): ____/____/____

DESCRIBE YOUR COMPLAINT :

www.cpc-cpp.gc.ca

Ensuring Public Trust in Policing
through Accountability

Complaints can be made, or informal resolution of the complaint can be requested, by:

FILLING OUT THE ATTACHED FORM AND MAILING IT TO:

**Commission for Public Complaints
Against the RCMP**
P.O. Box 88689
Surrey, BC V3W 0X1

OR FAXING IT TO: 1-604-501-4095

E-MAILING TO: complaints@cpc-cpp.gc.ca

CLICKING ON THE "Make a Complaint" button on our
website: www.cpc-cpp.gc.ca

**TELEPHONE FROM ANYWHERE IN CANADA
FROM 8:00 A.M. TO 4:00 P.M. (PACIFIC TIME):**

1-800-665-6878

TTY: 1-866-432-5837

For additional information about the CPC, how to make a complaint or how to request a review of the investigation of your complaint, please visit our website:

www.cpc-cpp.gc.ca

