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Policy Title Public Complaint Process Community Peace Officer/Senior Community Peace Officer		

Council Resolution No. C/311 /07	Date: April 12, 2007	Cross Reference C/9/91	Effective May 10, 2007
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Lacombe County recognizes that any person may make a complaint in writing regarding a Community Peace Officer employed by Lacombe County and that Lacombe County, as an authorized employer, has an obligation to investigate and dispose of a complaint against a Community Peace Officer. Any complaint received by Lacombe County will be investigated and disposed of in accordance with the Peace Officer Act, Peace Officer Regulations and Peace Officer Ministerial Regulations.

The public complaints process will be conducted in a professional manner that recognizes, upholds, and in the best manner possible, balances the following policy objectives:

1. public accountability;
2. protection of the rights of the investigated person;
3. upholding the principles of natural justice and fairness; and
4. protection of the integrity of the Enforcement Department and Lacombe County.

Any allegations of criminal misconduct must be turned over to the police service of jurisdiction and the complainant notified forthwith.

SECTION A: COMMUNITY PEACE OFFICER

1. Complaints or other information about inappropriate conduct of a Community Peace Officer shall be directed to the Senior Community Peace Officer.
2. Complaints shall be in writing and signed by the complainant.
3. The Senior Community Peace Officer shall provide the complainant with written acknowledgment of the complaint within 30 days of receipt of the complaint.
4. The Senior Community Peace Officer shall, subject to the provisions of the Peace Officer Ministerial Regulations, serve notice of the complaint on the Community Peace Officer along with a copy of the complaint. The notice shall include a request for a written response to the complaint.
5. The Senior Community Peace Officer shall investigate to determine the substance of the complaint received.
6. The Senior Community Peace Officer shall present the findings of the investigation to the Community Peace Officer. The Community Peace Officer shall be given an opportunity to make a full response to the allegations and supporting evidence.

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7. The Senior Community Peace Officer shall hear the explanation of the Community Peace Officer and any other information that is relevant to determine the facts. On conclusion, the Senior Community Peace Officer shall determine if the complaint is unfounded, unsubstantiated, or found to have merit in whole or in part.
8. If the Senior Community Peace Officer finds the Community Peace Officer has committed misconduct, any one of the following disciplinary actions may be taken:
 - (a) issue a verbal or written warning;
 - (b) issue a verbal or written reprimand;
 - (c) with the approval of the County Commissioner, suspend the Community Peace Officer with or without pay; and
 - (d) with the approval of the County Commissioner, terminate employment of the Community Peace Officer.
9. The Senior Community Peace Officer shall advise the Community Peace Officer in writing as to his decision and disciplinary action.
10. The Senior Community Peace Officer shall advise the complainant in writing as to the disposition of the matter of complaint.
11. The Community Peace Officer may appeal to the County Commissioner any warning, reprimand, suspension or termination. Such appeal shall be in writing and state the grounds of appeal. After hearing the appeal, the County Commissioner may dismiss the appeal or allow the appeal. If the County Commissioner is satisfied that a complaint against a Community Peace Officer has been proven in whole or in part, he may confirm, revoke or vary the decision of the Senior Community Peace Officer.
12. If the Senior Community Officer is made aware, other than by a complaint, that the Community Peace Officer has failed to meet the standards of conduct or other requirements to which the Community Peace Officer is subject, the matter shall be handled in a method similar to the above procedure.

SECTION B: SENIOR COMMUNITY PEACE OFFICER

1. Complaints or other information about inappropriate conduct of the Senior Community Peace Officer shall be directed to the County Commissioner.
2. Complaints shall be in writing and signed by the complainant.
3. The County Commissioner shall provide the complainant with written acknowledgment of the complaint.

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4. The County Commissioner shall serve notice of the complaint on the Senior Community Peace Officer along with a copy of the complaint. The notice shall include a request for a written response to the complaint.
5. The County Commissioner shall investigate to determine the substance of the complaint received.
6. The County Commissioner shall present the findings of the investigation to the Senior Community Peace Officer. The Senior Community Peace Officer shall be given an opportunity to make a full response to the allegations and supporting evidence.
7. The County Commissioner shall hear the explanation of the Senior Community Peace Officer and any other information that is relevant to determine the facts. On conclusion, the County Commissioner shall determine if the complaint is unfounded, unsubstantiated, or found to have merit in whole or in part.
8. If the Senior Community Peace Officer finds the Chief Special Constable has committed misconduct, he may take any one of the following disciplinary actions:
 - (a) issue a warning;
 - (b) issue a reprimand;
 - (c) suspend the Constable without pay; and
 - (d) terminate employment of the Chief Special Constable.
9. The County Commissioner shall advise the Senior Community Peace Officer in writing as to his decision and disciplinary action.
10. The County Commissioner shall advise the complainant in writing as to the disposition of the matter of complaint.
11. The Senior Community Peace Officer may appeal to an Enforcement Appeal Panel any warning, reprimand, suspension or termination. Such appeal shall be in writing and state the grounds of appeal. The Enforcement Appeal Panel shall be comprised of two residents of Lacombe County and shall be appointed annually by County Council. After hearing the appeal, the Enforcement Appeal Panel may dismiss the appeal or allow the appeal. If the Enforcement Appeal Panel is satisfied that a complaint against the Senior Community Peace Officer has been proven in whole or in part, it may confirm, revoke or vary the decision of the County Commissioner.
12. If the County Commissioner is made aware, other than by a complaint, that the Senior Community Peace Officer has failed to meet the standards of conduct or other requirements to which the Senior Community Peace Officer is subject, the matter shall be handled in a method similar to the above procedure.

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SECTION C: REPORT TO THE DIRECTOR OF LAW ENFORCEMENT

1. The Senior Community Peace Officer and/or County Commissioner shall provide to the Director of Law Enforcement with reports and other information that may be required in accordance with the Peace Officer Act, Peace Officer Regulations and Peace Officer Ministerial Regulations.