



## Resolving Complaints about the Conduct of Security Police Officers Employed by the University of Prince Edward Island

### How can you resolve your complaint about a security police officer?

You can speak with the security police officer's employer to try to resolve the issue. You can do so by contacting the **Director of Facilities Management**, University of Prince Edward Island, 550 University Ave, Charlottetown, PE Canada C1A 4P3.  
Tel: (902) 566-0600 Fax: (902) 566-0799.

Another option is to make a written complaint under the *Police Act*. You must write out your complaint, sign it and ensure the complaint is received by the Office of the Police Commissioner within six months of the incident. For your convenience a complaint form is attached.

### Who can make a complaint under the *Police Act*?

Anyone who is 18 years of age and over and has been directly affected by the conduct of a security police officer can make a complaint. A parent or guardian may file a complaint on behalf of a person who is under the age of 18. Where the person directly affected by the conduct of the security police officer is mentally incompetent, a parent or guardian may make a complaint on the person's behalf.

### What type of behaviour can be the basis of a complaint filed under the *Police Act*?

If you have reasonable grounds for believing the conduct of a security police officer goes against the Code of Professional Conduct and Discipline, you may file a complaint.

The Code of Professional Conduct and Discipline can be found at the website: **[www.policecommissioner.pe.ca](http://www.policecommissioner.pe.ca)**. Printed copies are available at the Security Police Service administration office, Central Utility Building, University of Prince Edward Island campus, or at any Prince Edward Island municipal police service, or the Office of the Police Commissioner. (Please see end of brochure for locations)

### Is your complaint under the *Police Act* confidential?

The security police officer who is the subject of your complaint will receive a copy of the complaint. If your complaint proceeds to a hearing before the Police Commissioner, the hearing will be open to the public unless the Police Commissioner, in accord with the *Police Act*, decides to close the hearing to the public. You could be called as a witness at a hearing about your complaint.

**NOTE:** The Prince Edward Island *Police Act* complaints process does not apply to the RCMP. As a national entity, there is a separate process for addressing complaints about members of the RCMP.

If the complaint is against the RCMP, you can make it at any RCMP detachment in Canada. If you are uncomfortable making the complaint at an RCMP office, or if you are not satisfied with the response you receive from the RCMP, you can contact the Commission for Public Complaints Against the RCMP (CPC). The Commission for Public Complaints against the RCMP is an independent agency created by Parliament to ensure that public complaints made about the conduct of RCMP members are examined fairly and impartially.

Anyone with concerns about the conduct of an RCMP member can call the CPC at 1-800-665-6878, or email them at [org@cpc-cpp.gc.ca](mailto:org@cpc-cpp.gc.ca). More information about the complaints process and an online form to make a complaint against the RCMP are available on the CPC website at: [www.cpc-cpp.gc.ca](http://www.cpc-cpp.gc.ca)

## How can you resolve your complaint about a security police officer?

This brochure was developed in consultation with the PEI Association of Chiefs of Police, PEI Police Association and the Office of the Attorney General and Public Safety of PEI

*A fair, accessible and transparent means to address complaints against police in order to ensure the efficiency, adequacy and effectiveness of police services in Prince Edward Island*



Photo credit: UPEI Photography & Brian Simpson



## Does it cost anything to file a complaint under the *Police Act*?

Filing a complaint against a security police officer is a serious matter. It does not cost anything to file a complaint under the *Police Act*. If a complaint requires a hearing before the Police Commissioner, the Police Commissioner may award costs. Costs may include the legal or other expenses which a complainant or a person subject to a complaint may incur during the process of having a complaint resolved.

## What will happen if you file a complaint under the *Police Act*?

When you file a complaint, you will receive a letter confirming that your complaint has been received and also a document which describes the complaint process. If an investigation determines there is evidence the Code of Professional Conduct and Discipline was violated, the security police officer would be subject to the disciplinary and corrective measures set out in the Code of Professional Conduct and Discipline. If the complaint is not of a serious nature, there will be an attempt to informally resolve the complaint. All decisions will be provided in writing and a reason for the decision will be provided.

## Can you withdraw your complaint made under the *Police Act*?

You must make a request, in writing, to the Manager, Office of the Police Commissioner, to withdraw a complaint against a security police officer. Please note, a request to withdraw a complaint may be refused.

## How can you resolve a complaint about a municipal police officer in Prince Edward Island?

A brochure describing the complaint process is available at:

- all municipal police service offices in PEI;
- the Atlantic Police Academy;
- Security Police Service administration office, Central Utility Building, University of Prince Edward Island campus
- the Office of the Police Commissioner
- website: [www.policecommissioner.pe.ca](http://www.policecommissioner.pe.ca)

You can contact any police chief in Prince Edward Island, or the Manager, Office of the Police Commissioner for information about the police complaints process.

## Once completed, send this form to the Office of the Police Commissioner at:

### Office of the Police Commissioner

114 Kent Street (access from second level Confederation Mall)  
PO Box 427, Charlottetown, PE C1A 7K7  
Tel: (902) 368-7200 or 1-877-541-7204  
Fax: (902) 368-1123

## Contact information for municipal police services on Prince Edward Island:

### Borden-Carleton Police Services

244 Borden Ave.  
PO Box 69, Borden-Carleton, PE C0B 1X0  
Tel: (902) 437-2228 Fax: (902) 437-6049

### Charlottetown Police Services

10 Kirkwood Drive  
PO Box 98, Charlottetown, PE C1A 7K7  
Tel: (902) 629-4172 Fax: (902) 629-4164

### Kensington Police Services

55 Victoria Street, East  
PO Box 494, Kensington, PE C0B 1M0  
Tel: (902) 836-4499 Fax: (902) 836-4261

### Summerside Police Services

270 Foundry Street  
Summerside, PE C1N 1G1  
Tel: (902) 432-1201 Fax: (902) 436-4118

## COMPLAINT FORM

(To be submitted by the person making a complaint under the PEI Police Act)

### Your information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone(s): \_\_\_\_\_

Email: \_\_\_\_\_

Name of security police officer (if known)

Date of the incident:

\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_  
(Day) (Month) (Year)

Please describe your complaint:

(Attach additional paper, if needed, to describe your complaint)

Dated this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_  
(Day) (Month) (Year)

Signature of person making complaint (*Reminder: you must sign the complaint*)

If acting on behalf of an eligible complainant, please provide the name of the person for whom you are acting and your relationship to that person.

Name of person for whom you are acting

Relationship of the directly affected person to you

