



# County of Lethbridge Policy Handbook

**EFFECTIVE:** September 20, 2012      **SECTION:** 200 NO. 209 Page 1 of 1

**APPROVED BY:** County Council      **SUBJECT:** Community Peace Officer  
– Complaints

**REVISED DATE:**

## **ACKNOWLEDGEMENT OF COMPLAINTS**

On receipt of a complaint under Section 14 of the Peace Officer Act (Act), the authorized employer must acknowledge to the complainant receipt of the complaint in writing within 30 days and, where the Director deems appropriate, notify the peace officer concerned that a complaint has been made and advise the complainant of the status of the complaint in accordance with section 15(3) of the Act.

## **INVESTIGATION OF COMPLAINTS**

If an investigation is carried out in respect of a complaint under section 14 of the Act, the authorized employer must, where the Director deems appropriate, give the peace officer notice of the details of the complaint.

The investigation must be carried out in accordance with the authorized employer's policies and procedures provided to the Director under section 2.

## **DISPOSITION OF COMPLAINTS**

1. Subject to section 15(1) of the Act, the authorized employer must dispose of a complaint by making one of the following decisions and giving reasons for the decision:
  - a) the complaint is unfounded;
  - b) the complaint is unsubstantiated;
  - b.1) having regard to all of the circumstances of the complaint, no investigation is necessary;
  - c) the complaint is found to have merit in whole or in part;
  - d) the complaint is frivolous, vexatious or made in bad faith.
2. If a complaint about a peace officer is found to have merit or is founded in part, the authorized employer must take action in accordance with the authorized employer's disciplinary policy submitted under section 1(f) and must notify the complainant, the peace officer concerned and the Director of the disposition and action taken in accordance with section 15(3)(b) of the Act.
3. Records of public complaints will be kept for a period no less than five (5) years.