

# Guideline: Tips on making a complaint



The New Brunswick Police Commission (“NBPC”) is an independent civilian oversight body that oversees the management of the public complaints process into the conduct of police officers and the policies or services of municipal and regional police forces within the province of New Brunswick.

Any member of the public can make a complaint against the police. This is done by making the complaint in writing on the NBPC’s complaint form.

The purpose of this guideline is to provide you with as much information as possible to help you make your complaint. Please use these tips to help you complete each section on the New Brunswick Police Commission (“NBPC”) complaint form.

- You can either print and write your complaint in pen or fill it out online and email it to the Commission.
- Each section below refers to a lettered section on the complaint form.
- Please file your complaint with the Commission, the proper chief of police, or the civic authority responsible for the police force.
- You need to file your complaint within one year of the alleged incident.

## Section A:

Make sure the name on your complaint is your legal name. If you have a preferred name, add it in brackets.

Tell us which official language you prefer we use.

Tell us how you want us to contact you when we have letters to share with you. Do you prefer e-mail or postal mail?

## Section B:

There is a time limit for making a complaint. You have one year from the date of the incident to the date on which you make the complaint.

The Commission records the date on which it receives the complaint as the date on which you made the complaint.

The location of the incident is the place it took place. If you do not know the address, please give as much detail as possible to help us identify where it took place.

## Section C:

The Commission can only accept complaints against a municipal or regional police force. There are nine police forces in New Brunswick. The full list is in Section C. You will find contact information for complaints about an RCMP police officer or a New Brunswick peace officer, on the last page of the complaint form, or visit the Commission’s [website](#).

## Section D:

If you do not know the police officer’s name, give as much detail as possible about the officer to help with identification.

## Section E:

Tell us who might have witnessed the incident. Witnesses can be other police officers or members of the public. Provide as much detail as possible.

## Section F:

Tell us what happened. Provide as many details as possible and include dates where you can. Add as much paper as you need.

## Section G:

Sometimes people have already approached the police force to make a complaint before making their complaint to the Commission. If you have already done that, please let us know who you reported it to, how you reported it, and when.

**Section H:**

This section allows the Commission to be sure you understand what will happen with your complaint. While there are protections under the *Right to Information and Protection of Privacy Act*, your complaint is shared with the police officer and/or the police force, so they are aware the complaint was made.

You must let the Commission know of any changes to your contact information so it can contact you throughout the process.

**Appendix**

There is additional information in the appendix to help explain the complaint process.

Once the Commission receives your complaint, it will decide on what type of complaint it is, conduct (behaviour of an officer), service (relating to the service by the police force), policy (relating to the policies of the police force), or a combination of the three.

It will then send it to the chief of police to process if the police officer is under the rank of deputy chief. Complaints against deputy chiefs or chiefs go to the municipal council or board of police commissioners, known as the civic authority, for processing. For more information about processing complaints, please see the Commission's [Guideline: Who processes a complaint](#).

**For more information**

Further information about the *Act* or this guideline may be obtained by contacting us at 506-453-2069 or by visiting our website at [NB Police Commission / Commission de police du N.-B.](#) or email us at [nbpc@gnb.ca](mailto:nbpc@gnb.ca).