



How can the OPCC assist me?

We can provide you with information, assistance, and advice.

We:

- ensure you have all the information you need to file a complaint.
- guide you through the complaint process.
- explain your rights.
- make sure that your complaint is treated fairly, impartially, and respectfully.

Are there support services available?

A variety of community-based organizations can assist you with the complaint process. To connect with the right one for your needs, please call us at **1-877-999-8707** (toll free). Ask for our Outreach and Accessibility Coordinator.

Translation and interpretation services are available.

A complete list of support agencies is on

www.opcc.bc.ca

What police departments are covered?

We monitor complaints for these police departments and agencies:

Abbotsford	BC Combined Forces Special Enforcement Unit - Organized Crime Agency
Central Saanich	Metro Vancouver Transit Police
Delta	Stl'atl'imx Tribal Police
Nelson	Vancouver
New Westminster	Port Moody
Oak Bay	Saanich
Surrey	Victoria
West Vancouver	

We do not handle RCMP complaints. To make a complaint about the RCMP, go to www.crcc-ccetp.gc.ca.



Contact

Tel: (250) 356-7458

Fax: (250) 356-6503

Toll-Free call: 1-877-999-8707

Email: info@opcc.bc.ca



Location

2nd floor, 947 Fort Street

Victoria, British Columbia



Mailing Address

PO Box 9895, Stn Prov Govt

Victoria, BC V8W 9T8

For more information visit our website at

www.opcc.bc.ca



Do you have a complaint about the police in British Columbia?

Integrity
Independence
Fairness



OFFICE OF THE
POLICE COMPLAINT
COMMISSIONER



What can I make a complaint about?

How do I file a complaint?

You can file a complaint:

- online through the OPCC website (www.opcc.bc.ca).
- at a municipal police department's front counter.
- by calling us at **1-877-999-8707** (toll free).
- in-person, by visiting our office at **947 Fort Street**.



What happens after I make a complaint?

If your complaint is accepted, it will be assigned for investigation and our staff will monitor that investigation to make sure it is thorough and fair. You will be provided updates as the investigation progresses.

What is police misconduct?

It is unacceptable or improper behaviours, words, or actions by a police officer.

Police officers are expected to:

- show honesty, integrity, fairness, and impartiality.
- treat members of the public with respect.
- not abuse their powers and authority.
- act so the public continues to have confidence in them.

Police are granted many powers not available to other citizens. The OPCC ensures concerns about police misconduct are handled appropriately and that police are held accountable when they commit misconduct.

You can make a complaint about the following types of police misconduct:

- Abuse of authority
- Accessory to misconduct
- Corrupt practice
- Damage to police property
- Damage to property of others
- Deceit
- Discourtesy
- Discreditable conduct
- Improper disclosure of information
- Improper off-duty conduct
- Improper use or care of a firearm
- Misuse of intoxicants
- Neglect of duty

You can also make a complaint about a police department's services or policies.

Call **1-877-999-8707** toll free or visit www.opcc.bc.ca