

	Policy Name:			Service & Policy Complain		
	Policy Number:			Last Updated:		May 27, 2026
	Issued By:			Approved By:		The Central Saanich Police Board
				Review Frequency:		AS REQUIRED

1.0 PURPOSE

This Policy establishes a transparent, accessible, and timely process for receiving, assessing, and responding to Service or Policy Complaints regarding the Central Saanich Police Service (CSPS), consistent with Part 11, Division 5 (sections 168–173.1) of the Police Act.

This Policy supports public confidence in policing governance through fairness, neutrality, accountability, and clear communication.

2.0 SCOPE

This Policy applies to complaints concerning:

- i. the general direction, management, or operation of the Central Saanich Police Service; and/or
- ii. the adequacy or appropriateness of staffing or resource allocation, training programs or resources, standing orders or policies, ability to respond to requests for assistance, or internal procedures.

This Policy does not apply to complaints about the conduct of an individual police officer or staff member that may constitute misconduct. Such complaints are addressed under other provisions of Part 11 of the Police Act.

3.0 GUIDING PRINCIPLES

1. Neutrality and fairness in all Board deliberations and decisions.
2. Accessibility and inclusion, including reasonable assistance to complainants and removal of barriers.
3. Clear separation between governance oversight and operational decision-making.
4. Confidentiality and controlled disclosure of information.
5. Timely handling of complaints.

4.0 DEFINITIONS

Complainant is any person who makes a Service or Policy Complaint.

Service or Policy Complaint refers to a complaint as described in Part 11, Division 5 of the Police Act.

OPCC is the abbreviation for the Office of the Police Complaint Commissioner for British Columbia.

5.0 ROLES AND RESPONSIBILITIES

Role	Responsibilities
Board Chair	<ul style="list-style-type: none">• Ensures appropriate policies and procedures are in place and followed.• Oversees fair, impartial, and lawful handling of complaints.• Assists complainants• Ensures barriers to making a complaint are reduced as much as practicable• Assesses complaints are assessed to make an informed choice between service/policy and misconduct complaint pathways
Board Secretary / Executive Assistant	<ul style="list-style-type: none">• Maintains complaint records, tracking, and correspondence.
Chief Constable	<ul style="list-style-type: none">• Provides reports or information when requested by the Board.
Police Board	<ul style="list-style-type: none">• Determines the appropriate response and approves final outcomes by resolution.

6.0 PROCEDURE

6.1 Receipt of Complaints

1. A Service or Policy Complaint may be submitted to:
 - the Office of the Police Complaint Commissioner (OPCC),
 - a designated member of the police department,
 - an individual designated by the OPCC, or
 - the Chair of the Central Saanich Police Board.
2. Any person receiving a complaint must assist the complainant in filing the complaint appropriately.

6.2 Intake and Acknowledgement

1. Upon receipt of a complaint, the Board will:
 - record the date and method of receipt,
 - acknowledge receipt of the complaint in writing as soon as practicable, and
 - forward the complaint to the OPCC and the Chief Constable, where required.

6.3 Preliminary Assessment

1. The Board will conduct a preliminary assessment to determine whether the complaint qualifies as a Service or Policy Complaint.
2. If the complaint does not qualify, the complainant will be advised in writing and directed to the appropriate alternative process.

6.4 Board Response Determination

1. If the complaint does qualify, within twenty (20) business days of receiving the complaint, the Board will advise the complainant and the OPCC of the intended course of action.
2. The Board's response may include one or more of the following:
 - requesting a report or investigation by the Chief Constable,
 - initiating a Board study,
 - initiating a Board investigation,
 - dismissing the complaint with written reasons, or
 - taking any other action the Board considers appropriate.

6.5 Information Gathering

1. The Board may gather information necessary to address the complaint, including:
 - requesting reports or records,
 - consulting relevant stakeholders, and/or
 - retaining external expertise, where appropriate.

6.6 Dismissal of Complaints

1. The Board may dismiss a complaint if it is determined to be:
 - limited, frivolous, or vexatious,
 - made in bad faith,
 - outside the Board's jurisdiction, or
 - already appropriately addressed.
2. Any dismissal must be communicated to the complainant in writing and include reasons for the decision.

6.7 Communication and Updates

1. The Board will keep the complainant and the OPCC informed of the status and progress of the complaint, as appropriate.
2. All communications must be accurate, respectful, and authorized by the Board.

6.8 Conclusion and Final Report

1. Upon completion of its review, the Board will provide the complainant with a written report outlining:
 - the decision,
 - the reasons for the decision, and
 - any actions taken or planned.

6.9 OPCC Review

1. A complainant may request a review of the Board's decision by the OPCC within twenty (20) business days of receiving the Board's final report.

6.10 Records and Confidentiality

1. The Board will maintain complete and accurate records of all Service and Policy Complaints.
2. All records and related information will be handled in accordance with applicable confidentiality and privacy legislation.

6.11 Policy Review and Public Availability

1. This policy will be publicly available.
2. The policy will be reviewed at least every four (4) years, or sooner if required due to legislative changes or updated OPCC guidelines.