

## The conciliation meeting

This is the first police ethics complaint resolution mode. It provides an opportunity for open and respectful discussions between the people involved in the complaint.

This meeting allows you to talk about the events together in the presence of a neutral person.

### OBJECTIVES

With the assistance of a conciliator from our organization, this meeting aims at achieving the following objectives:

- Allowing you to express yourself freely and to hear the other side's point of view;
- Reviewing the facts and perceptions of each of the parties;
- Restoring the trust relationship between the parties;
- Occasionally improving future interventions.

### BEFORE:

Prior to the conciliation meeting, you will have the opportunity to discuss with your conciliator, who can answer all your questions and deal with your concerns.

### DURING:

During the conciliation meeting, participants may be accompanied by a person of their choice. Police officers or peace officers are not in uniform. The conciliator is present at all times to ensure that the climate remains favourable for discussion. The discussions held during conciliation are confidential.

### AFTER:

If the participants agree, they sign a conciliation settlement that terminates the complaint process. Otherwise, the Commissioner must decide what action must be taken regarding the complaint: he may decide to close the file or decide to order an ethics investigation.

## The ethics investigation

The Commissioner may decide to conduct an investigation in cases of public interest: deaths or serious injuries, criminal offences allegedly committed by police officers or other serious events.

The investigation is intended to shed light on this situation. The investigator therefore meets with the witnesses and gathers all the relevant evidence (documents, videos, etc.).



### AFTER

After the investigation, the Commissioner takes one of the two following decisions:

- **If the evidence is insufficient, he will dismiss your complaint.** In this case, you will receive a written decision explaining why the complaint was dismissed. You have the right to request a review of this decision.
- **If the evidence is sufficient, he will cite one or more police officers to appear before the Police Ethics Committee.** The Commissioner will then present the evidence gathered during a hearing where witnesses will be heard. The subjects of the complaint have the right to present their version of the facts and to assert all means of defence that are available to them.

## The Police Ethics Committee

### ADMINISTRATIVE TRIBUNAL

The Police Ethics Committee is an administrative tribunal.

### INDEPENDENT

It is independent since it has no ties with the police forces or the Commissioner.

### PUBLIC SAFETY

Its role consists in ensuring public safety.

### DECISION-MAKING

It hears the cases submitted by the Commissioner and must decide whether the Code of ethics of Québec police officers was respected for each of the allegations.

### SANCTION

It also decides on the appropriate sanctions to impose in accordance with the Police Act.

## The police ethics complaint

Your complaint **must be made using our online complaint form**. It is user-friendly and allows you to provide us with all the information necessary to process your complaint faster.

For more details, visit our website under “How to file a complaint?”.



### TIME PERIOD

You have a maximum period of one year from the date of the event at issue (or from your awareness of this event) to submit your complaint. **If you exceed this time period, we will not be able to examine your complaint.**



### STATEMENT OF OFFENCE

We cannot cancel a statement of offence that you received. If this is what you want, you must contest it by following the procedure indicated on the statement of offence, within the time period specified.

## The Commissaire à la déontologie policière

The Commissaire à la déontologie policière receives and handles complaints involving persons who are subject to the Code of ethics of Québec police officers.

It is a civilian oversight body that is independent from the police authorities.

### Who is subject to the Code of ethics of Québec police officers?

- All Québec police officers (except those working for the Royal Canadian Mounted Police (RCMP))
- Special constables (courthouses, National Assembly, etc.)
- Wildlife protection officers
- Highway controllers
- UPAC and Bureau des enquêtes indépendantes (BEI) investigators

The Code applies when these people are performing their duties and are interacting with the public.

## Need assistance?

You can contact us if you want more information or need assistance to file your complaint using the online form.

You can also come to our Québec or Montréal offices to use a computer station to complete the online complaint form. This service is offered by appointment only (to make an appointment, contact us by telephone).

### **Québec**

2535, boul. Laurier, bureau 1.06  
Québec (Québec) G1V 4M3  
Tel.: 418 643-7897  
Fax: 418 528-9473

### **Montréal**

2050, rue de Bleury, bureau 7.50  
Montréal (Québec) H3A 2J5  
Tel.: 514 864-1784  
Fax: 514 864-3552

[deontologie-policiere.gouv.qc.ca](http://deontologie-policiere.gouv.qc.ca)  
deontologie-policiere.quebec@comdp.gouv.qc.ca

**1 877 237-7897**

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dans le respect des droits de chacun**

Commissaire  
à la déontologie  
policière  
Québec



Commissaire  
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Québec

Making  
a police  
ethics  
complaint