



Our services are free of charge and all information provided is treated confidentially. The services of a lawyer are not required.

How to file a complaint?

Who? Any person directly involved in an event during which a peace officer has engaged in a conduct that could constitute a derogatory act to the Code of Ethics of Quebec Police Officers, any person representing a person affected by an event, and any person present at an event that was the subject of a police intervention (direct witness).

When? The complaint must be filed within one year of the date of the event or of the knowledge of the event.

Against whom? The complaint must be made against a peace officer subject to the Code of Ethics of Québec Police Officers, i.e.: a police officer, a special constable, a wildlife protection officer, a senior officer, or an investigator from the BEI or CLCC.

What? The complaint must relate to actions, omissions, or behaviour(s) on the part of a peace officer while in the performance of their duties and while dealing with the public.

How? The complainant has three options:

1. By completing the form available on the website

[Online complaint form](#)

2. By making a phone appointment

An agent will then be able to assist the complainant in formulating their complaint.

You can do this by calling one of these numbers:

Quebec: 418-643-7897

Montreal: 514-864-1784

Toll-free number: 1-877-237-7897

3. On-site, at the Quebec City or Montreal offices, where a computer is now available for anyone wishing to access the appropriate IT tools

We suggest you make an appointment by calling one of the above numbers to ensure the computer is available.

A member of the Commissioner's staff will be available between 8:30 a.m. and 3:30 p.m., Monday to Friday, to assist any complainant who has questions or needs guidance.

For more details, please visit our website:

[Commissaire à la déontologie policière – File a complaint](#)