



PARTNERS IN POLICING

HALIFAX

Police Complaints Public Education

October 2019

Background

In early 2018, the Board of Police Commissioners (BoPC) highlighted the importance of creating enhanced awareness about how to file a complaint and the police complaints process, as a step towards improving transparency and public's confidence in police.

- **May 2018:** HRP and RCMP communications staff prepared a communication plan to increase public awareness about how to file a complaint and the police complaints process. The plan was then presented to the BoPC.
- **Sep 2018:** A progress update on the communications plan was provided to the BoPC.
- **May 2019:** Members of BoPC highlighted the importance of continuing and making additional efforts to enhance public awareness of how to file a complaint and the police complaints process, especially in light of heightened public interest in the street checks issue following the release of the Wortley Report. Commissioners Beals and McDougall requested that further discussions take place on next steps with HRP and RCMP.
- **May 30, 2019:** A meeting was held to re-engage representatives from BoPC & the communications teams of HRP and RCMP. The purpose of the meeting was to brainstorm communications tactics to further enhance public awareness of how to file a complaint and the police complaints process and to prepare a presentation for the BoPC on same in the Fall.
- **August 19, 2019:** An additional meeting was held to clarify objectives for Phase II of the communications plan and brainstorm new communications tactics.

Goals (Short & Long term)

Increase public awareness



Increase uptake for the process

(Both formal and informal)



Increase trust and confidence in police

1. Create further social media dialogue
2. Distribute and track brochures
3. Equip frontline officers with resources to point complainants in the right direction
4. Update HRP and RCMP websites' complaint pages

1. Gather insight into the needs of communities being served
2. Enhance organizational transparency
3. Identify and address gaps in officer training
4. Assure citizens that their input is heard and valued

1. Build trust and confidence in the policing services in the long term
2. Improve relationships with HRM communities

Objectives

1. Increase public awareness of how to file a police complaint and the police complaints processes through public communication.
2. Increase citizens' ability to file a police complaint through partnerships with community agencies.
3. Increase the BoPC's understanding of HRP and RCMP complaints through improved reporting to the Board.


Key Audiences

- Youth
- Representatives and organizations from diverse communities within HRM
- Citizens of HRM
- Police employees
- Police Diversity Working Group
- Board of Police Commissioners

Communications efforts to date:

- Updated HRP and RCMP websites to include information on each other's processes for filing complaints. Both police services can take complaints for each other.
- Developed and distributed a rack card available in four languages (English, French, Mi'kmaq and Arabic).
- Launched quarterly social media posts to reinforce awareness with citizens.
- Presented two updates to BoPC including progress on communication plan and general information on police complaints process

Rack card



PARTNERS IN POLICING


Do you have concerns about the actions, service or conduct of police in the Halifax Regional Municipality (HRM)? We're listening...

How long do I have to file a complaint?
Complaints concerning Halifax Regional Police (HRP) must be filed within six months of the incident.
Complaints concerning RCMP must be filed within one year.

Who can make a complaint?
Anyone who feels they have not been treated properly or who has concerns about the actions of the police in the HRM.

How do I make a complaint?
HRP – For concerns about HRP, contact the Professional Standards Office at 902-490-4127 or hrpprofstand@halifax.ca. Citizens can also file a complaint about municipal police officers with the Office of the Police Complaints Commissioner (OPCC) at novascotia.ca/opcc/filingacomplaint.htm. For questions or assistance, contact the Police Complaints Commissioner at 902-424-3246 or polcom@novascotia.ca.
RCMP – For concerns relating to RCMP, contact the Civilian Review and Complaints Commission at 1-800-665-6878 or www.crc-cetp.gc.ca/en/make-complaint-form. Complaints can also be made at any HRP or RCMP office in the HRM.

English



PARTENAIRES POUR LE MAINTIEN DE L'ORDRE

Avez-vous des préoccupations concernant la conduite de la police dans la Municipalité régionale d'Halifax? Nous sommes à l'écoute...

Quel est le délai pour déposer une plainte?
Les plaintes concernant la Police régionale d'Halifax (PRH) doivent être déposées dans les six mois suivant l'incident.
Les plaintes concernant la GRC doivent être déposées dans l'année suivant l'incident.

Qui peut déposer une plainte?
Toute personne qui croit avoir été traitée de façon injuste ou qui a des préoccupations concernant la façon dont la police a agi dans la MRH.

Comment dois-je procéder pour déposer une plainte?
PRH – Pour toute préoccupation concernant la PRH, communiquez avec le bureau des normes professionnelles en composant le 902-490-4127 ou en envoyant un courriel à hrpprofstand@halifax.ca. Les citoyens peuvent également déposer une plainte contre des agents de police municipaux auprès du bureau du commissaire aux plaintes contre la police (novascotia.ca/opcc/filingacomplaint.htm). Pour poser des questions ou obtenir de l'aide, communiquez avec le bureau du commissaire au 902-424-3246 ou par courriel à polcom@novascotia.ca.
GRC – Pour toute préoccupation concernant la GRC, communiquez avec la Commission civile d'examen et de traitement des plaintes relatives à la GRC au 1-800-665-6878 ou au www.crc-cetp.gc.ca/fr/formulaire-de-plainte-en-ligne. Vous pouvez également déposer une plainte à n'importe quel bureau de la PRH ou de la GRC dans la MRH.

French




شركاء في ضبط الأمن

هل يساورك القلق بشأن تصرفات أو خدمات أو سلوك الشرطة في بلدية هاليفاكس الإقليمية (HRM)? نحن نصغي إليك...

كم من الوقت لدي لكي أقدم شكوى؟
يجب تقديم الشكاوى المتعلقة بشرطة هاليفاكس الإقليمية (HRP) في غضون ستة أشهر من وقوع الحادث.
يجب تقديم الشكاوى المتعلقة بشرطة الخيالة الملكية الكندية (RCMP) في غضون عام واحد.
من يستطيع أن يقدم شكوى؟
أي شخص يشعر أنه لم تتم معاملته بشكل لائق أو يساوره القلق فيما يتعلق بتصرفات شرطة هاليفاكس الإقليمية لدى بلدية هاليفاكس الإقليمية (HRM).
كيف أقدم شكوى؟
شرطة هاليفاكس الإقليمية (HRP) – فيما يتعلق بما يساورك من قلق حول شرطة هاليفاكس الإقليمية (HRP)، يرجى الاتصال بمكتب المعايير المهنية على الرقم 902-490-4127 أو hrpprofstand@halifax.ca.
شرطة الخيالة الملكية الكندية (RCMP) – فيما يتعلق بما يساورك من قلق حول شرطة الخيالة الملكية الكندية (RCMP)، يرجى الاتصال بمفوضية المراجعة المدنية والشكاوى على الرقم 1-800-665-6878 أو www.crc-cetp.gc.ca/en/make-complaint-form
يمكن أيضاً تقديم الشكاوى في أي مكتب لشرطة هاليفاكس الإقليمية (HRP) أو لشرطة الخيالة الملكية الكندية (RCMP) لدى بلدية هاليفاكس الإقليمية (HRM).

Arabic



Mawlutimkik Nuji-kl'a'qa'lua'tijje

Sespete'tmn kogoey tel-lukutijik, tel-lukewiskik kiswa tela'taqatjik Nuji-kl'a'qa'lua'tijik Kijipuktuk (HRM)? Jiksitiulek...

Tall-pkije'k ala'tu msikesin?
Asukom tepknusetewe'k weja'tekemkek kogoey kis-tlia'q ala'tu n kisi-piskwa'tun mesikesimk wjit Nuji-kl'a'qa'lua'tijik Kijipuktuk.
Newtjipunqek weja'tekemkek kogoey kis-tlia'q ala'tu n kisi-piskwa'tun mesikesimk wjit Kanataewe'k Nuji-kl'a'qa'lua'tijik.
Wen Kisi-msikesitew?
Ta'n pasik wen ta'n tel'ok'tu mu menaqaj telo'tasik kiswa sespete'tk ta'n tel-lukutit'ij Nuji-kl'a'qa'lua'tijik Kijipuktuk.
Tall-msikesites?
Nuji-kl'a'qa'lua'tijik Kijipuktuk (HRP) – Kogoey sespete'tmn wjit Nuji-kl'a'qa'lua'tijik Kijipuktuk, mattaqa'tekew aqk kinua'tu Professional Standards Office - 902-490-4127 kiswa w'ikew -hrpprofstand@halifax.ca.
Kanataewe'k Nuji-kl'a'qa'lua'tijik (RCMP) – Kogoey sespete'tmn wjit Kanataewe'k Nuji-kl'a'qa'lua'tijik mattaqa'tekew aqk kinua'tu Civilian Review and Complaints Commission - 1-800-665-6878 or http://www.crc-cetp.gc.ca/en/make-complaint-form.
Kisi-msikesin elt mmo'taqnewo'kuo'ml etekel Kijipuktuk wjit Nuji-kl'a'qa'lua'tijik Kijipuktuk (HRP) kiswa Kanataewe'k Nuji-kl'a'qa'lua'tijik (RCMP)

Mi'kmaq

Sample social media posts and feedback

Halifax Regional Police  Published by AJ Cop [?] · April 5 ·  Like Page 

There are several options for citizens to share a compliment or a concern about police in the Halifax Regional Municipality. Information can be found in our Partners in Policing pamphlet, which is also available at any HRP or RCMP office in the HRM.



Do you have concerns about the actions, service or conduct of police in the Halifax Regional Municipality (HRM)? We're listening...

How long do I have to file a complaint?
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RCMP – For concerns relating to RCMP, contact the Civilian Review and Complaints Commission at 1-800-661-6878 or www.crc-crcp.gc.ca/en/make-complaint-form. Complaints can also be made at any HRP or RCMP office in the HRM.

Will my complaint be taken seriously?
Yes, every single complaint is taken seriously. When a complaint is received, it gets assigned to the appropriate person to begin an investigation.

Will my complaint be kept confidential?
Complaints are considered confidential, however, if it is referred to the Police Review Board, a hearing may be open to the public.

What happens after I make a complaint?
Once a complaint has been made, someone will contact you to discuss the matter and determine how to proceed.

How can I share a complaint?
To share your positive experience, please contact HRP Professional Standards at hrpprofits@halifax.ca or RCMP at www.rcmp-gcc.gc.ca/en/wh/contact-us.

For more information about the process, visit:

HRP
www.halifax.ca/en/police/policies-programs-services/complaints-or-complaints

RCMP
www.crc-crcp.gc.ca/en/make-complaint

OPCC
www.novascotia.ca/opcc/filingacomplaint.htm



17,577 People Reached 2,086 Engagements 

 46  47 Comments  24 Shares

 Like  Comment  Share 

 Anniversary Follower

Donna Marie Ive had my share of run ins with police and served my time but i do respect and appreciate the job they have to do and they do good at it ihave no hate for police , they are good i could never do and deal with what they have to everyday and will continue to teach my kids that police are here to help us not hurt us .good job hrp much respect  4

 Anniversary Follower

Chris Patey No complaints here I absolutely respect our police department and the fine work they do. There's always going to be that one that will screw the force over but that's called life. My one suggestion. Keep doing what your doing.  4

 Anniversary Follower

Margo Martin Murphy The police are to be commended for the wonderful job they do every day. I support the street checks. If you are not doing anything illegal, why complain. Their job is to keep our streets and neighbourhoods safe. To do this they need the cooperation... See More  4



 Anniversary Follower

Taylor Meekins I'm wondering if the complaints are kept anywhere near the evidence lockers? If so , don't waste your time.  5


 Shaun Holland


Shaun Holland Why bother? Nothing ever comes of complaints. Everyone knows that cops, judges etc are payed by the same tax dollars and always cover for each other.  5

Like · Reply · Message · 20w



 **Walter White** I have nothing but good things to say about the Halifax Police force for any time I have ever had deal with them for anything over the years. They are human and not perfect, nor should anyone expect them to be.  2

Like · Reply · Message · 20w


 Milestone Follower


Chantel Bowes I haven't had many encounters with police (thank god) but I have never had a bad experience. And if I did I wouldn't take it out on all of the hrp officers as we are all different no matter your job career we are people. Thank you for protecting us and for all that you do! There are lots of awesome hrp!  3

Like · Reply · Message · 20w

 **Faith Perry** Tried to give a compliment and couldn't find the website..will try again..  2



Like · Reply · Message · 20w

 Anniversary Follower

Корбэн Юльман Do you guys have a direct link here? I have a compliment I'd like to pass along  3



Like · Reply · Message · 20w

↳ 15 Replies

 **Brad A Tenwolde** 5 months later, still waiting on the outcome of my report..  3

Like · Reply · Message · 20w

↳ 1 Reply

 **Faith Perry** We need a direct link as google is a pain in the butt...!!  2

Like · Reply · Message · 20w

↳ 2 Replies

Phase 2 comms efforts (new)

- Develop a business-card sized handout for use of and distribution by HRP officers to citizens with information on how to file complaints.
- Create a consistent integrated graphic to be incorporated into related social media posts and initiatives.
- Ensure rack cards are visibly displayed at all HRP offices and RCMP detachments in HRM.
- Reach out to additional community touch points, including community recreation centres, libraries, etc. to request they display rack cards.
- Explore using HRM's digital screens at community hubs to display police complaint information.

Phase 2 comms efforts (cont'd...)

- Explore partnerships with Halifax Libraries, ISANS, Mi'kmaw Native Friendship Centre, Youth Live wherein staff would be available to guide citizens through the complaint-making process
- Explore partnership with 211 to educate their staff on how to file a police complaint so they can provide information to citizens

Internal comms & education (HRP)

- Halifax Regional Police continues to implement training via CPKN and annual block training.
- In 2018, HRP provided fair and impartial training to all of our employees. It included science-based training to understand human biases, the impact of biased policing on community members and the development of skills for fair, impartial and effective policing.
- Working to develop a made in Nova Scotia training module grounded in the African Nova Scotian experience and history. This will be done in collaboration with community members, RCMP and HRC.

Internal comms & education (RCMP)

Communications

- Division Wide Communique re: Minister's Directive
- Bias Awareness and related policy in Division Bulletin

Education

- Know Your Code
- Updated Signage in all HRM Detachments
- Q&A Document for RCMP Employees created and posted
- Scenario based questionnaire created and online
- Internal Infoweb postings on Professional Responsibility

Questions?