



**MINISTRY OF ENVIRONMENT
CONSERVATION OFFICER SERVICE**

CHAPTER 2: PERSONNEL
SECTION 2: STANDARDS OF CONDUCT
SUBSECTION 06: COMPLAINTS AGAINST CONSERVATION
OFFICERS ACTING AS SPECIAL PROVINCIAL
CONSTABLES

NAME OF PROCEDURE:

- **COMPLAINTS AGAINST CONSERVATION OFFICERS ACTING AS SPECIAL PROVINCIAL CONSTABLES**

STAFF AFFECTED:

- Conservation Officers;
COS Managers;
Deputy Chief Conservation Officers;
Chief Conservation Officer;
Director, Police Services, Ministry of Public Safety and
Solicitor General

AUTHORITY:

- BCGEU Collective Agreement;
BC Reg. 205/98, Code of Professional Conduct
Regulation;
BC Reg. 206/98, Special Provincial Constable Complaint
Procedure Regulation.
Environmental Management Act

**RELATIONSHIP TO
PREVIOUS PROCEDURE:**

- Replaces none. Cross-ref.: chapter 2, section 2,
subsection 05, "Public Complaint Procedure".

PURPOSE OF PROCEDURE:

- To confirm the procedure set out in BC Reg. 206/98 for
handling complaints against conservation officers acting
in their capacity as Special Provincial Constables.

ISSUANCE:

- Chief Conservation Officer

Approval: Original signed by D. Humphries **Date:** Jan. 19/1999
Chief Conservation Officer



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1.0 DEFINITIONS:

Refer to Introduction - Definitions

Complaint means a written allegation respecting the conduct of a conservation officer, COS Manager, D/Chief C.O., or Chief C.O., which if substantiated would constitute a disciplinary default under the *Police Act* Code of Professional Conduct Regulation, BC Reg. 205/98.

Special Provincial Constable means a person appointed under section 9 of the *Police Act*.

2.0 GENERAL:

1. A submitted allegation that does not meet the definition of a complaint as described in **1.0 DEFINITIONS** and the conditions set out in BC Reg. 206/98, the Special Provincial Constable Complaint Regulation, shall not be considered a complaint under this procedure and no action shall be initiated under this procedure.
2. Before being interviewed or questioned at any stage as a result of a complaint, officers must be advised that they are entitled to have a union representative and/or a lawyer present. Managers being interviewed or questioned must be informed of the right to have a lawyer present.
3. All potential criminal offences must involve the police force of jurisdiction.
4. Where an officer has been prosecuted and acquitted for an offence punishable on indictment or summary conviction, disciplinary proceedings may still be taken under this procedure arising out of the same facts and circumstances. An officer may be acquitted of criminal charges but still have acted contrary to procedure or committed a disciplinary default.



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3.0 PROCEDURE:

A. IDENTIFYING A COMPLAINT

1. All complaints made against conservation officers acting in the capacity of a Special Provincial Constable or having identified themselves as such shall be handled in accordance with BC Reg. 206/98, the Special Provincial Constable Complaint Regulation attached to this procedure as **Appendix 1**.
2. The complaint may be initiated either through a completed [Public Complaint Form](#) or through a letter. All complaints shall be considered equally, but because this form facilitates resolution by collecting relevant details the disciplinary authority should request the complainant complete the form. Where the complainant has difficulty writing in English, the disciplinary authority shall assist the complainant in completing the form. The disciplinary authority must ensure the complainant signs the form and understands the content of the form before accepting the complaint.
3. A complaint may be submitted to any member of the COS, ADM, deputy minister or minister, but must be forwarded to the disciplinary authority immediately upon receipt. If the complaint is received by the ADM, deputy minister or minister, the complaint is to be forwarded to the Chief CO to forward to the disciplinary authority. The information requirements of BC Reg. 206/98 continue to apply. The Minister, other elected official or other senior executive who receive a complaint must be informed of the outcome and resolution.
4. All complaints received, at any level, will be subject to the directions within this procedure. Any inquiries regarding the status of a complaint can be directed to the Chief CO.



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B. DOCUMENTING THE COMPLAINT

1. The supervisor shall complete a Public Complaint Form, if necessary, and assign a file number to the complaint. The file number should be comprised of 31008-20 (ENFORCEMENT - COMPLAINTS AGAINST COs); Region #; and the name of staff complained against (e.g. 31008-20/R2/Simpson).
2. Each supervisor shall maintain a log of all complaints submitted, with the disposition of each complaint. The log shall be submitted twice annually to the supervisor's disciplinary authority, who shall submit a list of complaints, not including the names of officers, to the Chief C.O. twice annually for statistics and tracking purposes.