



PUBLIC COMPLAINT FORM

COMPLIANCE AND ENFORCEMENT BRANCH

This form is for public complaints about the conduct and/or actions of the staff of the Compliance and Enforcement program of the Ministry of Forests, Lands and Natural Resource Operations.

Completion of this Form will enable the Ministry to efficiently and fairly respond to your complaint. All complaints must be in writing. Please provide any further information or documentation that you believe may be relevant. Please do not provide originals.

You may wish to review the complete form prior to filling it out.

NAME:

MAILING ADDRESS:

PHONE NUMBER:	FAX NUMBER:	E-MAIL:
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PLEASE ANSWER THE FOLLOWING QUESTIONS WITH AS MUCH DETAIL AS POSSIBLE. FEEL FREE TO ATTACH ADDITIONAL PAGES, OR TO WRITE ON THE BACK OF THIS FORM IF NECESSARY

1. I am complaining about: (name if known)

2. Please describe what happened: (Be as specific as possible. Include date, location, etc.)

3. Is your complaint related to an active investigation, upcoming "opportunity to be Heard", application to the Forest Appeals Commission, or other action by any other agency such as the Conservation Officer Service, or the RCMP? *(please provide any file numbers or copies of correspondence or other documentation that may be relevant)*

4. Was the subject of the complaint acting in an official capacity or was the subject off-duty?



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5. If possible, please provide the names of any other persons who may have accompanied the subject of the Complaint:

6. Are there other witnesses who may provide evidence as to what occurred? *(please provide names and contact information if possible and describe what they may be able to provide)*

Complaints may arise from concerns about an individual's conduct and/or the performance of their duty. Please choose one or more from the following list of items. These are merely tools to help you focus your complaint and to help us respond in the most efficient manner. If the following do not describe your complaint, please feel free to provide additional information in the space provided at the end of this section.

Criminal Act:

If you believe the he subject of the complaint may have acted contrary to the Criminal Code of Canada, or contrary to provincial legislation, please provide as much specific information as you are able.

Improper Attitude:

Was the subject of the complaint reluctant or unwilling to do his or her job, rude, sarcastic, discourteous, disrespectful or show bias in any form? Please be specific as to occurred and or what was said. Please provide as much detail as you can recall.

Improper Use of Authority:

Did the subject of the complaint make improper demands or threats? Did the subject of the complaint attempt to intimidate or coerce? Please describe the nature of any demands or threats, and attempt to recall the exact words used. Did the subject of the complaint act outside of their authority? Please explain why you believe this to be the case.

Neglect of Duty:

Reflects inadequate or biased investigations, failure to follow up on allegations of non-compliance, failure to complete an investigation. Please explain in some detail if possible.



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Did the subject of the complaint accept a gratuity or benefit that may have compromised the integrity of the Compliance and Enforcement Program? Please provide as much detail as possible.

Other:

Please describe any steps you have taken to resolve your concerns.

Please describe the outcome you seek.

Please mail or fax this form, and any other information or documents you believe may be relevant.

Please keep copies of all documents including this form. A Manager will respond to your complaint within 30 days. The Manager will follow the Internal Complaints procedure. The Manager's response will acknowledge your complaint, give you a contact name and a file number, and you will be provided with a copy of the C&E programs "Internal Complaints Procedure" handout. This handout will explain how the C&E program will respond to your complaint.

Signature: _____

Date _____