

**POLICY FOR MANAGING PUBLIC COMPLAINTS  
AGAINST LICENSED EMPLOYEES  
PURSUANT TO THE SECURITY SERVICES AND INVESTIGATORS ACT**

As per sections 24, 25, 26 and 27 of the *Security Services and Investigators Act* (the Act), if a public complaint is received about an employee licensed under the Act, the following process will be followed. This policy only applies to individuals directly employed by the company and does not apply to the licensed employees of contract service providers.

For the purposes of this section, Registrar refers to the Registrar, *Security Services and Investigators Act*, Alberta Justice and Solicitor General.

Contact the Complaints Coordinator at [poprogram@gov.ab.ca](mailto:poprogram@gov.ab.ca) for assistance and to ensure that all required documentation is submitted to Security Programs regarding the below situations.

**1. PUBLIC COMPLAINTS REQUIRING INVESTIGATION**

- 1.1. Complaints against individual licensees must be made in writing to the licensee's employer *within 90 days* of the action or circumstances that prompted the complaint.

If a complainant is unable to provide a written document due to a valid reason such as language barrier or disability, an employee or manager shall take the necessary steps to have the complaint recorded in writing on behalf of the complainant. The complainant must sign the written complaint.

- 1.2. *Within 30 days* of receiving the complaint the employer must acknowledge receipt, in writing, to the complainant (as per section 26 of the *Security Services and Investigators* Ministerial Regulation).

- 1.3. In acknowledging the complaint, the employer must notify the licensed employee who is subject of the complaint.

The employer may delay notification to the employee under the following circumstances. In the case where it is uncertain as to the appropriateness of informing a licensee about a complaint, the Registrar, should be consulted.

- The complainant may be placed in danger.
- The complainant may face other inappropriate action by the licensed employee should the licensed employee be informed.
- The notification may impede the gathering of evidence during an internal investigation.
- A reasonable likelihood exists that the complaint may lead to charges under federal or provincial legislation and that notification could impede any resulting police or other investigative agency investigation.
- Any other situation identified by the employer or Registrar in which it may be appropriate to delay informing the licensed employee about the complaint.

- 1.4. The employer must, *within 90 days*,
- Investigate and dispose of the complaint (unless 3.0 below applies), and
  - Notify the complainant, the licensed employee who is the subject of the complaint, and the Registrar (use Incident Report Form PS3750), in writing, of

the disposition of each individual allegation noted within the complaint, with reasons.

- See section 28 of the *Ministerial Regulation* for the required disposition wording options. Each allegation may have a different disposition finding.

1.5. The letter of disposition must advise the complainant of their right to request a review of the outcome by the Registrar. The letter must indicate the following:

- If dissatisfied with the outcome of the company's investigation the complaint may request a review of the disposition by the Registrar.
- The request must be made in writing *within 30 days* of receipt of the disposition.
- Requests for review must be submitted to:

Complaints Coordinator, Security Programs  
Justice and Solicitor General  
9<sup>th</sup> Floor, 10365-97 Street  
Edmonton AB T5J 3W7  
Email: [poprogram@gov.ab.ca](mailto:poprogram@gov.ab.ca)

## 2. CRIMINAL MATTERS

Any allegations of criminal misconduct must be reported to the police service of jurisdiction for investigation. Complaints that contain allegations of excessive force are considered to be criminal allegations.

2.1. In allegations of criminal misconduct the company may consider the obligation to reach a conclusion *within 90 days*, as per section 25(4) of the Act, fulfilled if the company has:

- Notified the police service of the allegation, and
- Provided written notification to the complainant, and
- Provided written notification to the Registrar that this action has occurred.

2.2. A concurrent internal investigation may proceed provided company employees interact/cooperate with the police service and take such steps that are necessary to avoid contaminating the criminal investigation. If a concurrent investigation is conducted it must be completed *within 90 days* as per section 25(4) of the Act and the outcome report as per section 1.0 of this policy.

## 3. COMPLAINTS NOT REQUIRING INVESTIGATION

The Act recognizes that some complaints will be made under circumstances in which an investigation is not required.

3.1. Under the following conditions, the company may choose not to investigate a complaint

- Employer utilizes an informal resolution process (see 3.4.1 below).
- Employee no longer works for the employer.
- Contact with complainant after submission of initial complaint cannot be made (documentation showing this is the case should be kept in case of request for review by the Registrar).
- Anonymous complaints.
- Frivolous: a complaint intended merely to harass or embarrass.

- Vexatious: a complaint that has no basis in fact or reason, with its purpose to bother, annoy, and embarrass the individual or business licensee.
- Bad Faith: filing a complaint with intentional dishonesty or with intent to mislead.
- Having regard of all the circumstances, no investigation, in the option of the employer or Registrar, is deemed necessary.

### 3.2. Notification that investigation will not proceed

The employer must notify the complainant *within 90 days* of receipt of the complaint that the matter will not be investigated, except where an informal resolution process is undertaken, the complainant cannot be contacted or the complaint is anonymous.

#### 3.2.1. The letter must advise the complainant of their right to request a review of the outcome by the Registrar. The letter must indicate the following:

- If dissatisfied with the outcome of the company's investigation the complaint may request a review of the disposition by the Registrar.
- The request must be made in writing *within 30 days* of receipt of the disposition.
- Requests for review must be submitted to:  
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### 3.3. Anonymous complaints

Anonymous complaints do not allow the employer or the Registrar to discharge required legal responsibilities and therefore they are not considered a complaint under the Act.

If the nature of an anonymous complaint is serious, the employer shall review the matter and consider what, if any further action should or can be taken. In the event some element of substance to the allegation is uncovered, the employer must:

- #### 3.3.1. Within 90 days,
- Investigate and dispose of the complaint, and
  - Notify the Registrar in writing (use Incident Report Form PS3750), of the disposition of the complaint with reasons.

### 3.4. Informal resolutions of formal written complaint

Successful informal resolution allows an investigation to be discontinued. If, in the employer's opinion and having regard to all of the circumstances, no investigation is necessary, the employer may discontinue the investigation.

a). The Owner of Qwest Investigations Ltd will be responsible for investigating and managing all informal complaints from the public.

Owner: Paul Waldron  
179031 157 Street West Foothills Alberta T1S 0Y9  
1.587.77.0717  
[Paul@yycpi.ca](mailto:Paul@yycpi.ca)

b). Upon successful resolution of complaint, document outcome and obtain the complainant's signature, where possible, to show that a matter has been informally resolved.

This would preclude the complainant from claiming duress or that they did not agree with the outcome. Without clear documentation, complaints that are informally resolved by the employer may, in some circumstances, be eligible for review by the Registrar and subsequently the Director of Law Enforcement, Province of Alberta.

Notify the Registrar (use Incident Report Form PS3750), in writing, of the informal resolution with details, and provide a copy of the original written complaint.