
Service Statement

January 2005

Comité de déontologie policière

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de déontologie
policière

Québec 

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Message from the President

The purpose of this service statement is to enable Québec citizens to understand the role, mission, and values of the Comité de déontologie policière. It is intended as a simple reference guide for those wishing to find out about the services offered by the Committee and the various ways of accessing them. The objectives expressed in this service statement reflect our determination to respond in the best possible way to the needs and expectations of all those who share an interest in police ethics.

Components of the police ethics system

The ***Québec Police Code of Ethics*** sets out the duties and standards of conduct incumbent on Québec police officers, special constables, highway controllers and Native police officers in their relations with the public in the performance of their duties. The purpose of this code is to ensure better citizen protection in developing among police services high standards of service to the population and of professional integrity in respect of human rights and freedoms.

The Commissioner's (***Commissaire à la déontologie policière***) role is to receive and examine complaints filed against police officers, investigate and mediate disputes, and determine whether there are grounds to cite a police officer before the Comité de déontologie policière.

The Committee (***Comité de déontologie policière***), a specialized administrative tribunal, disposes of all citations filed by the Commissioner, and imposes a penalty on police officers for conduct deemed contrary to the Code of Ethics, and sits in review of the Commissioner's decisions which dismiss a complaint after investigation.

The Committee's role, mission, and values

The ***Comité de déontologie policière*** is a specialized administrative tribunal responsible for ensuring the protection of citizens in their relations with police officers while overseeing the application and respect of the *Québec Police Code of Ethics*.

It is the authority to which police officers must answer for breaches and omissions charged against them where the Commissioner's inquiry warrants such action. In such a case, the Committee hears the evidence and rules on the citation filed against a police officer. If the police officer's conduct is found to be a transgression of the Code of Ethics, the Committee imposes a penalty.

It is also the authority to which citizens present their application for review of the Commissioner's decision which dismissed their complaint after investigation. Under those circumstances, the Committee sits in review of the Commissioner's decision.

The Committee's mission consists in:

- Enabling citizens to assert their rights and police officers to defend themselves before an authority that is accessible, independent, impartial, and specialized in matters of police ethics.
- Hearing citizens, police officers, and other witnesses at a public hearing and deciding the issue promptly in respect of fundamental rights, rules of natural justice and procedural fairness.
- Hearing promptly citizens' applications for review in offering them the opportunity to assert their rights before an authority that is accessible, independent, impartial, and specialized in matters of police ethics.

To carry out its mission, the Committee favours the following values, expressed herein as commitments:

- The utmost importance of citizens which is the basis of all actions and decisions. From the time a complaint is referred to the Committee until the decision is rendered, the office staff's objective is to provide citizens with high quality services.
- Consideration and respect for the parties, their representatives, and all other participants.

- Shared responsibility implying, on the one hand, the accountability of the office staff and, on the other hand, the cooperation of the parties and of all other participants.

Our objectives towards citizens

With regard to complainants, police officers, all other witnesses who are called to appear before the Committee, and to the public in general, our objectives are to offer high quality services and all our consideration. In order to achieve this, the Committee undertakes to provide, on a continuous basis, appropriate training to its office staff.

Accessible services

When contacting the Committee to find out about the status of their file, the operations of the police ethics system, the various reference guides available to the public or any other information, citizens can expect that highly qualified and service-oriented office staff will:

- Answer their call between 8:30 a.m. and 12:00 p.m. and between 1:00 p.m. and 4:30 p.m.
- Identify themselves clearly.
- Return their call or acknowledge receipt of their e-mail within one working day.
- Provide clear, precise and reliable information.
- Refer them to the appropriate office staff employee who shall be in a position to deal with their request.

Respecting time limits

- All correspondence shall be answered within 2 weeks.
- The citation shall be served within 15 days of receipt and the notice of hearing at least 60 days before the hearing.
- Citations shall be fixed for hearing within an average delay of 6 months after their filing.
- The Committee's decision shall be rendered within a reasonable delay.

- The Committee's decision shall be transmitted within a maximum delay of 10 days after it is rendered.
- In matters of review, an acknowledgement of receipt shall be forwarded within 3 days and the notice of hearing at least 30 days before the hearing.

Respect of the confidentiality of personal information

The Committee ensures the confidential character of personal information protected by legislation. With this in mind, its office staff maintains a current knowledge of this matter.

Courteous, respectful treatment at the hearing

Anyone requested to appear before the Committee can expect :

- To be greeted with respect and courteously.
- To receive all useful information.
- To be directed to a quiet waiting room.
- To testify before a punctual, attentive, impartial, and respectful Committee member.

Your satisfaction is our priority

Mindful of the quality of services offered to citizens by the Committee, it is with great interest that we welcome any suggestions and comments with a view to improving our service on a continuous basis.

Likewise, the utmost attention shall be paid to all complaints filed. With this in mind, our objectives shall be :

- To return a call within one working day.
- To acknowledge receipt of a written complaint within 3 working days.
- To handle a complaint and respond to it within a delay of 2 weeks.

Should you have any suggestions or comments regarding improvement of our services, we invite you to inform the President in writing or by phone at our Québec office whose address, telephone and fax numbers appear hereunder.

To reach us:

In Québec City:

Le Comité de déontologie policière
Tour du Saint-Laurent
2525, boulevard Laurier
Bureau A-200, 2^e étage
Sainte-Foy (Québec) G1V 4Z6

Phone: (418) 646-1936
Fax: (418) 528-0987

In Montréal:

Le Comité de déontologie policière
500, boulevard René-Lévesque Ouest
Bureau 6.100, 6^e étage
Montréal (Québec) H2Z 1W7

Phone: (514) 864-1991
Fax: (514) 864-2471

E-mail:

- comite.deontologie@msp.gouv.qc.ca

Web Site:

You may obtain information about the police ethics system at the following Internet address:

- www.deontologie-policiere.gouv.qc.ca