

What are the policy and procedures if someone wishes to file a complaint against a BC Sheriff or the BC Sheriff's Office?

- Informal complaints involving minor incidents are directed to an on-site supervisor. The goal of informal complaint resolution is to find a mutually agreeable outcome through dialogue, education and, where applicable, repairing harms.
- Where there is uncertainty about how a complaint should be managed (informally/formally), the Inspector must be consulted.
- Where a complainant is not satisfied with the outcome of the informal discussions, the complainant has the right to submit a formal complaint.
- Formal complaints are submitted to the courthouse Inspector (or supervisor in charge), typically in writing. Alternatively, written complaints are sent to Chief Sheriff's Office.
- The Inspector will assess the formal complaints. Where the substance of a complaint is of a less serious nature, the file may be assigned to a supervisor to investigate and draft a formal written response.
- Where the substance of the complaint is of a serious nature, the Inspector will report the complaint to the Superintendent. The Superintendent, in consultation with the Public Service Agency as required, will determine the scope of the investigation.
- For all investigations involving allegations of a serious nature, the Superintendent, in consultation with the Public Service Agency as required, will appoint an investigator(s).
- The investigator will endeavor to review any relevant files, reports or other information, and, as necessary, gather information from any other involved individuals.
- The complainant will be interviewed in all cases unless it is clearly impractical or unsafe. Where the complainant is not interviewed, the investigator will rely on the written complaint materials submitted by the complainant. The investigator will also document the reasons why the complainant could not be interviewed.
- At the conclusion of the investigation, the complainant will receive a clear and plain language explanation of:
 - o how their complaint was responded to;
 - o a response to each of the concerns/issues they raised in their complaint;
 - o the reason the review/investigation of their complaint is concluding.

What recourse and appeals are available if someone disagrees with a decision in response to their complaint?

The complainant can:

1. Speak with the Superintendent responsible for oversight of the complaint investigation;
2. Pursue their complaint with an external review body (i.e., the Ombudsperson).

What policy/procedures are in place to deal with disciplinary or corrective measures around complaints against a BC Sheriff or the BC Sheriff's office? What does this involve?

- For serious complaints or allegations of staff misconduct, the Superintendent would consult with the Public Service Agency regarding appropriate disciplinary or corrective measures.
- The BCSS Office of Professional Standards reviews all serious complaints to determine areas for process or policy improvement.

2.13.1 Prisoner Complaints of Assault

- a. Allegations of assaulting a prisoner may arise during pick up from a correctional facility, during escort, in sheriff lock-up facilities or during court appearance.
- b. In all cases where a prisoner claims to have been assaulted by another prisoner while in Sheriff's custody, the Deputy Sheriff will advise the prisoner of their right to file a complaint with the police.
- c. If the prisoner wishes to pursue a complaint with the police, the Deputy Sheriff will notify the Sheriff or Deputy Sheriff supervisor accordingly.
- d. As soon as is reasonably practical, the Sheriff or designate will contact the local police agency regarding the prisoner complaint.
- e. Steps b. through d. shall be followed where a prisoner alleges assault by a deputy sheriff. In such instances, a deputy sheriff not involved in the allegation will advise the prisoner of their right to file a complaint with the police.

2.13.2 Written Complaints from Prisoners or Others

- a. Where a letter of complaint from a prisoner or any member of the public is directed to a sheriff office, the sheriff or designate will provide acknowledgement of the letter in writing within three days.
- b. The acknowledgement letter may request the writer to provide additional details of the complaint.
- c. Upon review of the complaint, the sheriff or designate will provide the complainant with the findings of their review.
- d. Complaints respecting Court Bailiffs should be directed to the contractor to prepare the appropriate response.

2.4.17 Identification Card and Badge

All Deputies will be issued an identification card with photograph, gender and physical description along with a metal badge with number. These items are to be carried at all times when on duty. Badges must be shown to anyone requesting authentication of identity.

To obtain a wallet identification card, contact Sheriff Service at Robson Square Provincial Court. Additional information about the identification cards can be found on the sheriff page of the Branch intranet site.

In the event that someone asks a Deputy Sheriff for his/her name in order to file a complaint, or for any other reason, the Deputy Sheriff shall provide their badge number as a minimum requirement. Deputy Sheriffs will use their judgment as to whether they should also provide their name to anyone making such a request.

Sheriff Services Complaints
Calendar Year 2017

INCIDENT NO	GEOGRAPHIC LOCATION	INCIDENT START DATE	FILE TITLE
17-2718	New Westminster Law Courts (Sheriff)	2017-03-14 10:00	Complaint received from member of the public
17-2781	New Westminster Law Courts (Sheriff)	2017-04-04 17:50	Complaint received by police regarding release of prisoner in sheriff custody
17-3810	Kamloops Law Courts (Sheriff)	2017-04-21 12:00	Complaint / claim filed with ICBC Kamloops transport vehicle
17-3024	Vancouver Provincial Court (Sheriff)	2017-07-18 12:25	complaint made by female I/C about treatment in cells
17-3039	Kamloops Law Courts (Sheriff)	2017-07-24 10:30	Kamloops/Complaint by prisoner about driving.
17-3148	Kelowna Law Courts (Sheriff)	2017-08-30 8:10	In-Custody Complaint
17-3255	New Westminster Law Courts (Sheriff)	2017-10-02 9:00	Driving complaint
17-3302	SPOC	2017-10-19 16:15	V63 Poco complaint from Inmate being transported from Poco to NFPC.
17-3360	Victoria Law Courts (Sheriff)	2017-11-02 15:00	XXX claiming he was extracted from courtroom where he obtained s.22
17-3482	New Westminster Law Courts (Sheriff)	2017-12-28 18:26	Prisoner complaint
17-3484	Surrey Provincial Court (Sheriff)	2017-12-29 12:00	Prisoner complaint in regards to s.22 search request
17-24	Port Coquitlam (Sheriff)	2017-11-21	Inmate XXX refused to exit his cell in order to be transported from Langley RCMP cells to the Surrey Courthouse. Force was used to restrain XXX and extricate him from his cell. No visible injuries observed on inmate and none reported by inmate. No injuries to staff. Reporter from local Squamish news outlet requesting Sheriff Services media contact information. Reporter investigating a complaint from a member of the public who while in-custody at North Vancouver Sheriff cells alleges she suffered a heart attack while in cells.
17-3	North Vancouver Provincial Court (Sheriff)	2017-11-10	No record of any in-custody suffering medical distress as of recent, no name of in-custody or dates provided. Reporter given contact information for media contact in Victoria. Will follow up if a official complaint is received.
	Cranbrook	2017-12-29	Telephone request from prisoner's parent (missing/found effects. Sheriffs documentation supported effects were properly transferred.
	Kelowna	2017-12-29	Telephone call - missing effects.(money- ring)Sheriffs documentation supported effects were properly transferred.

2018/08/01 14:27:30

CSB-Exec Dir Sher Serv
Log Search Sheriff * Complaint

		Log Search Screen Complaint										
Address1	Address2	ID	Authors	Subject	Log Type	Action	Subaction	Status	Received	Closed	Approved By	
		s.22		Complaint about how s.22 is being treated in court s.22 s.22 February 8 & 9, 2017 hearings). s.22 is self-represented, and JAG lawyer plus representative from WCB and/or WCAT is present. s.22 called during court lunch recess, very upset and advising that she is being treated like a criminal and feels discriminated against by the court Sheriff. She also spoke about s.22	Email	Reply Direct		2017/03/02	2017/02/09	2017/02/09	2017/02/15	Lynda Cavanaugh
		s.22		Complaint about being removed/reassigned on s.22 from s.22 to s.22 because of allegations made - states she has not received a formal notification on what the allegation was or any closure. Has not received an answer from her union or the Court Services Branch.	Email	Information			2017/02/17	2017/02/17	2017/02/23	
		s.22		Complaint about juror summons process - trying to contact the office responsible for Jury Summons is virtually impossible. I had to physically go to the Court House in Victoria, BC! The EnquiryBC@gov.bc.ca email address is the only one provided on the Jury Summons web page. The rest of my attempts to contact the office responsible for Jury Summons is outlined in my email (which can be found further down in this thread).	Email	Draft Web Mail		2017/03/14	2017/02/28	2017/02/28	2017/03/09	Dal Varn Denise Ransford
4732 Cemetery Road		s.22		Complaint about Sheriff's actions during prisoner transport between correctional facilities **Please respond on behalf of SG Minister Morris	Letter	Reply Direct		2017/03/24	2017/02/24	2017/03/06	2017/03/31	Lynda Cavanaugh
		s.22		Complaint about Sheriff repeatedly discriminating against him by demanding to search his pocket's side bag in front of other people. Suspects it is because he has s.22	Email	Reply Direct		2017/04/21	2017/03/30	2017/03/30	2017/05/02	Lynda Cavanaugh

s.22	s.22	s.22 Wants Sheriff fired or suspended or he will be the ministry again. Complaint Against Vancouver Sheriffs Department	Email AG Draft Email	2017/12/05	2017/11/12	2017/11/12	2018/01/15
------	------	---	-------------------------	------------	------------	------------	------------

Page 07 to/à Page 13

Withheld pursuant to/removed as

s.13