

Royal Newfoundland Constabulary
Public Complaints Commission

Activity Plan
2026-29

Message from the Commissioner

The Royal Newfoundland Constabulary Public Complaints Commission is pleased to submit its activity plan for the period April 1, 2026 to March 31, 2029.

I have prepared this plan in accordance with the provisions of the **Transparency and Accountability Act** which classifies the Commission as a Category 3 Government Entity and requires the preparation of performance-based plans every three years.

The enclosed plan has been prepared following consideration of the strategic directions of the Provincial Government as communicated by the Minister of Justice and Public Safety. My signature below is indicative of my accountability as Commissioner for the preparation of the plan, in accordance with the **Transparency and Accountability Act**, as well as for the achievement of the objective contained therein.

A handwritten signature in black ink, appearing to read 'Twila Reid', is positioned above the printed name and title.

Twila Reid
Commissioner

Overview

The Royal Newfoundland Constabulary Public Complaints Commission (the RNCPCC or the Commission) operates pursuant to Part III of the **Royal Newfoundland Constabulary Act, 1992**. The Commissioner is appointed by the Lieutenant-Governor in Council and serves on a part-time basis, supported by a team consisting of a full-time Manager, a full-time Administrative Assistant/Legal Secretary, two Investigator positions, a Chief Adjudicator and 12 Adjudicators, and an alternate Commissioner(s) for conflicts. The Commission functions as an independent, quasi-judicial body. The Commissioner and the adjudicators make considered and reasoned decisions at arms-length from Government, and the Commission is required by section 39 of the **Royal Newfoundland Constabulary Act, 1992** to report at least annually to the House of Assembly.

The Commission is located at 120 Conception Bay Highway Suite 114 Villa Nova Plaza Conception Bay South. The office is open to the public. Where possible, Commission hearings are conducted from this location.

The Commission provides civilian oversight into public complaints made regarding the conduct of members of the Royal Newfoundland Constabulary (RNC). Members of the public or police officers who are dissatisfied with the public complaint decisions of the Chief of Police may appeal to the Commission.

The process made available by the Commission is designed to be a user-friendly and inclusive avenue for the public to express dissatisfaction with the conduct of RNC police officers. The Commission is normally reactive, acting on written and signed complaints from persons claiming to be adversely affected by RNC police actions. Occasionally, the Commission may independently make recommendations to the RNC respecting matters of concern or interest to the public relating to police services. The Commission is committed to providing equitable and gender affirming services in accordance with the Government of Newfoundland and Labrador's commitment to Gender-Based Analysis Plus (GBA+).

Mandate

The Lieutenant-Governor in Council shall, on the recommendation of the Minister of Justice and Public Safety, appoint a panel of persons to act as adjudicators to conduct hearings into complaints made against police officers. It is the responsibility of the Commissioner of the RNCPCC to determine which matters are referred to the adjudicators for hearing. The Commission does not present separate Lines of Business as they are reflected in the Mandate.

Vision

An environment where the public has access to established mechanisms of review of complaints concerning RNC police conduct.

Primary Clients

The primary clients of the RNCPC are those people who are party to a complaint. Section 26(7) of the **Royal Newfoundland Constabulary Act, 1992** identifies those that are party to a public complaint as the Chief, the complainant and the police officer against whom the complaint was made.

More Information on the Commission can be found on www.gov.nl.ca/rncpcc.

Strategic Issue

Issue: Oversight of Complaints as per Part III of the **Royal Newfoundland Constabulary Act, 1992**

The Commission has considered the strategic directions of the Department of Justice and Public Safety in the development of this plan.

As required by its enabling legislation, the Commission serves as an avenue of redress for members of the public wishing to make a complaint about the conduct of an RNC officer or the operational policies or procedures governing the way a police officer discharges his or her duties.

Objective	Indicators
By March 31 each year, the RNC Public Complaints Commission will have responded to complaints from the public as per Part III of the Royal Newfoundland Constabulary Act, 1992 .	• Complaints reviewed to ensure compliance with Part III of the Royal Newfoundland Constabulary Act, 1992. • Number of compliant complaints accepted. • Registered complaints investigated or delegated, as required. • All appeals investigated. • Decisions on appeals rendered. • Complaints dismissed by Commissioner.

The focus of the Commission will be consistent over the three years of this Activity Plan. This objective and the associated indicators will be utilized for the 2026-29 fiscal year period. Each year, the Commission will report on the results of its objective in its Annual Report.

Contact Us

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