

Royal Newfoundland Constabulary Public Complaints Commission

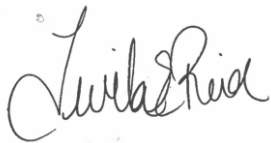
Activity Plan
2020-2023

Message from the Commissioner

The Royal Newfoundland Constabulary Public Complaints Commission is pleased to submit its activity plan for the period April 1, 2020 to March 31, 2023.

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 operates pursuant to Part III of the **Royal Newfoundland Constabulary Act, 1992**. The sole 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 half-time administrative assistant, investigators and adjudicators. 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.

According to the Estimates of the Program Expenditure and Revenue of the Consolidated Revenue Fund 2020-21, the Commission operates with a budget of approximately \$206,000.

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

The Commission provides civilian oversight to public complaints made against the conduct of members of the Royal Newfoundland Constabulary and offers redress by appeal to members of the public or police officers who are dissatisfied with the disciplinary decisions of the Chief of Police.

The process made available by the Commission is designed to be a user-friendly avenue for the public to express dissatisfaction with the conduct of police officers employed by the Province. The Commission is normally reactive, acting on written and signed complaints from persons claiming to be adversely affected by 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.

Mandate

The Lieutenant-Governor in Council shall, on the recommendation of the Minister, appoint a panel of persons to act as adjudicators to conduct hearings into complaints made against police officers. The Act states that hearings are to be conducted without delay giving full opportunity to all parties to present evidence and make representations. It is the responsibility of the Commissioner of the Royal Newfoundland Constabulary Public Complaints Commission 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.

Our Primary Clients

The primary clients of the Royal Newfoundland Constabulary Public Complaints Commission 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.

Our Vision

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

Our Values

The Commission strives for excellence in providing high standards of professional service to all persons engaged in its process. At the core of our activities are these guiding values:

- **Transparency:** Each person communicates openly to ensure a fair and just process.
- **Independence:** Each person ensures the independence of this office through his/her unbiased neutral manner in the delivery of their duties.
- **Fairness:** Each person strives for consistency in his/her approach to clients.
- **Confidentiality:** Each person is committed to safeguarding the confidentiality of private information obtained and entrusted to them in the conduct of their work.

Strategic Issue

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

The Royal Newfoundland Constabulary Public Complaints 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 manner in which a police officer discharges his or her duties.

Objective	Indicators
By March 31, each year, the RNC Public Complaints Commission will have	<ul style="list-style-type: none">• Complaints reviewed to ensure compliance with Part III of the

<p>responded to complaints from the public as per Part III of the Royal Newfoundland Constabulary Act, 1992.</p>	<p>Royal Newfoundland Constabulary Act, 1992;</p> <ul style="list-style-type: none"> • Number of compliant complaints accepted; • Registered complaints investigated or delegated, as required; • All appeals investigated; and • Decisions on appeals rendered • Complaints Withdrawn • Complaints Dismissed by Commissioner
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The focus of the Royal Newfoundland Constabulary Public Complaints Commission will be consistent over the three years of this Activity Plan. This objective and the associated indicators will be utilized for the 2020-23 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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