

Transparency in Progress

We aim to resolve all complaints within 180 days, however, some cases may take longer due to their complexity.

FAIR & TRANSPARENT POLICE OVERSIGHT

A GUIDE TO THE POLICE
REVIEW COMMISSION

What the PRC Can & Can't Do

What falls under our authority, and what doesn't.

WHAT THE PRC CAN DO

- investigate Level 1 matters involving all Alberta police services (including the RCMP), peace officers and the Legislative Assembly Security Service
- investigate Level 2 matters involving all Alberta police services, including the RCMP
- investigate Level 3 complaints involving First Nation and municipal police services
- refer Level 4 and 5 complaints to police services
- monitor transparency and accountability
- assist with Alternative Dispute Resolution (ADR)

WHAT THE PRC CAN'T DO

- handle complaints about non-Alberta police
- intake and handle Level 3 complaints against RCMP officers
- handle employment-related issues
- handle complaints about peace officers outside of Level 1
- provide legal advice

Other Complaint Agencies

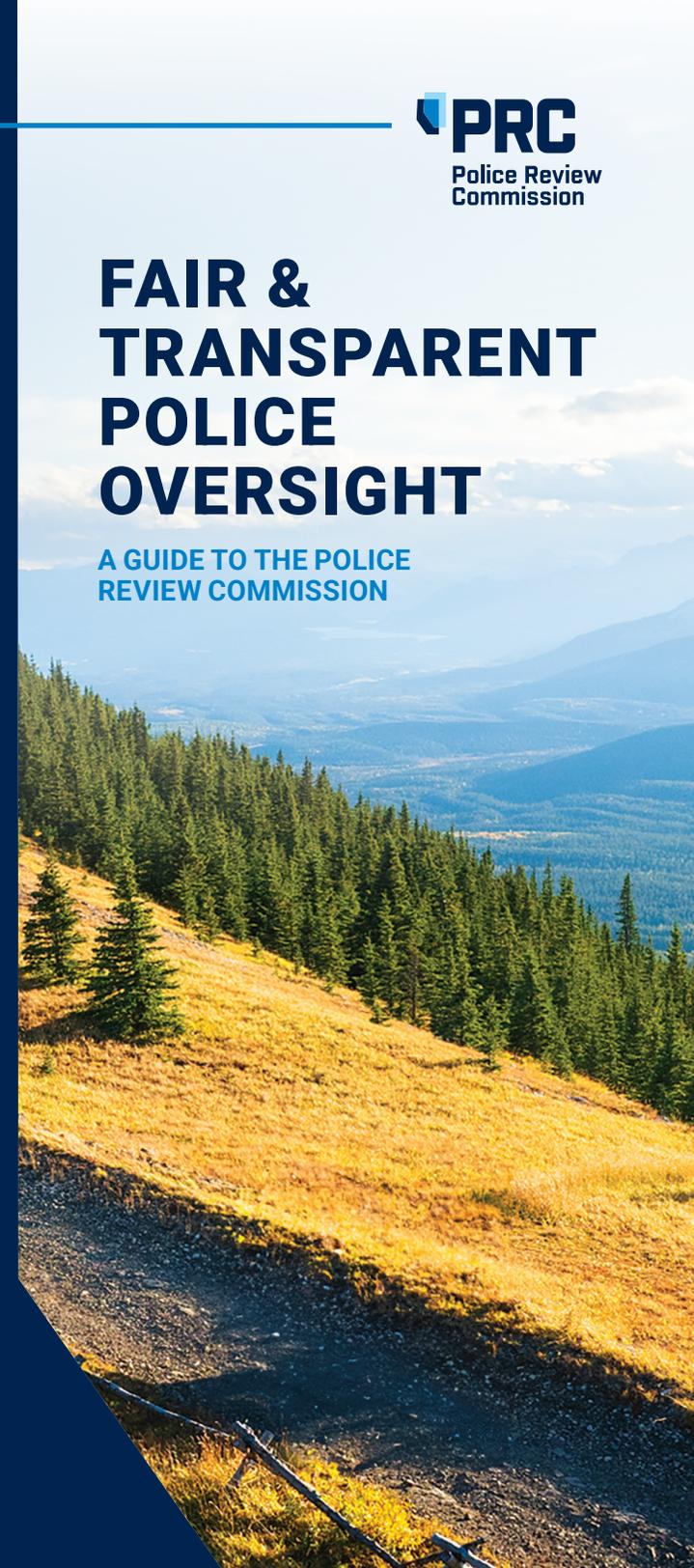
For complaints that don't fall under the PRC's jurisdiction, there are other agencies you can contact.

For more information on the PRC, other complaint agencies and what the PRC can and can't do, please visit albertaprc.ca/complaints/jurisdiction.

Still have Questions?

Scan to visit albertaprc.ca ↗
Call 780.644.0306
or 1.866.644.0306 toll-free

- ✕ PRC_Alberta
- ✕ ASIRT_AB



What is the PRC?

The Police Review Commission independently investigates serious incidents, criminal allegations, and public complaints involving police in Alberta.

The goal of the PRC, which includes the Alberta Serious Incident Response Team (ASIRT), is to provide unbiased investigations that hold law enforcement accountable while strengthening public confidence in policing across Alberta.

Why was the PRC created?

The PRC was established to bring a fair, modern, and more transparent approach to addressing complaints about police conduct in Alberta.

How to Make a Complaint

If you have concerns about the actions or conduct of a police officer, follow these steps to get started.

1 Gather the information
You will be asked to provide your personal information and details of the incident, including dates and times.

2 Submit a complaint
Visit albertaprc.ca and click the "Make a complaint" button, then fill out the complaint form with your personal details. It's a quick process, and we'll guide you through each step. You can also submit a complaint by phone. Call **780-644-0306** or toll free **1-866-644-0306**.

3 What happens next?
Once we've received your submission, it goes through an initial screening process. This step ensures that the complaint is complete and falls within the PRC's jurisdiction. If needed, the PRC will request additional information. This may include supporting evidence like photos, videos, or documents.

Checking the Status of a Complaint

The PRC complaint process ensures you know where your complaint stands at every step. If you filed your submission using the online portal, you can check on its status by clicking the "Check complaint status" button at albertaprc.ca.

How Complaints are Sorted

The PRC categorizes complaints into five levels based on their severity and the nature of the allegation.

- **Level 1:** death, serious injury, or sensitive nature
- **Level 2:** statutory offences
- **Level 3:** non-criminal misconduct
- **Level 4:** performance matters
- **Level 5:** police service policy

Level 1-3 remain under the PRC.

Level 4-5 are referred to the police service that's involved.

Note: When complaints involve issues from multiple levels (e.g., misconduct and performance issues), combined complaints are handled with careful attention to make sure each element is addressed properly.

To learn more about the complaint process and how complaints are sorted, please visit albertaprc.ca/complaints/process.

ASIRT and the PRC

The Alberta government created ASIRT (Alberta Serious Incident Response Team) in 2008 as an independent, civilian-led agency that operates at arm's length from the government and law enforcement agencies.

ASIRT is now part of the PRC and is responsible for investigating Level 1 and Level 2 cases.

For more information about ASIRT, please visit albertaprc.ca/about/asirt.

How to Send a Compliment

You can submit a compliment about a police service or an individual officer by contacting the police service directly, or by clicking the "Send a compliment" button on the main page of albertaprc.ca.

