

**APPENDIX 5: SERVICE AND POLICY COMPLAINT REVIEW STANDING COMMITTEE
TERMS OF REFERENCE**

1. PURPOSE

The purpose of the Vancouver Police Board Service and Policy Complaint Review Standing Committee (the “Committee”) is to fulfil the Board’s statutory responsibilities with regard to service or policy complaints made about the Vancouver Police Department. The Board delegates those responsibilities, as set out in the Police Act, to the Committee.

As set out in s.168 of the *Police Act*, service or policy complaints are complaints about the general direction, management and operation of a police department, or about the inadequacy or inappropriateness of the police department’s:

- i) staffing or resource allocation
- ii) training programs or resources
- iii) standing orders or policies
- iv) ability to respond to requests for assistance
- v) internal procedures

2. COMPOSITION AND OPERATIONS

- A. The Committee shall be composed of all members of the Board, with one member designated as Committee Chair. The Committee shall operate in a manner consistent with provisions of the *Vancouver Police Board Policy and Procedure Manual*.
- B. The quorum of the Committee shall be equal to the quorum of the Board.
- C. The Committee shall meet as necessary to respond to and oversee service and policy complaints received by the Board.
- D. The Committee shall meet at the call of the Chair, or by agreement of the Committee.
- E. The Committee shall meet in public, except to discuss matters permitted to be discussed in private under s. 69(2) of the *Police Act*.
- F. The Board Executive Director shall consult with the Committee Chair on the agenda development, be responsible for preparation and distribution of the agenda package and shall maintain a record of the meetings.
- G. Once approved by the Committee, minutes of Committee meetings shall be posted on the Board’s website.
- H. The Committee may invite such outside parties, and in consultation with the Chief Constable such employees, as may be deemed desirable to attend meetings and assist in the discussion and consideration of the business of the Committee.

3. DUTIES AND RESPONSIBILITIES

- A. When the Board receives a copy, record or s.83(1)(a)(iii) notification of a service or policy complaint under Part 11 Division 5 of the *Police Act*, the Committee shall promptly do one of the following:
- (a) request the Chief Constable to investigate and report on the complaint
 - (b) initiate a study concerning the complaint
 - (c) initiate an investigation into the complaint
 - (d) dismiss the complaint with reasons
 - (e) take any other action the Committee considers necessary to respond adequately to the complaint
- B. Within 20 days of taking action under A above, the Committee will notify the complainant, the Director of Police Services, the Police Complaint Commissioner and the Chief Constable of the action being taken.
- C. If requested, the Committee must provide the Police Complaint Commissioner with a status report regarding the progress of an investigation or study, which will be forwarded to the complainant.
- D. At the conclusion of an investigation or study, on dismissing the complaint under s.171(1)(d), or on taking any other course of action under s.171(1)(e), the Committee will send to the complainant, the Director of Police Services, the Police Complaint Commissioner and the Chief Constable an explanation of the course of action decided upon under A above, and a detailed summary of the results of the investigation or study undertaken.
- E. The Police Complaint Commissioner may, at the request of the complainant or otherwise, review the Committee's decisions and recommend further investigation, study, courses of action or changes to service and policy. The Committee will respond to any such recommendations.

4. ACCOUNTABILITY

- A. The Committee shall review the terms of reference for the Committee annually and make recommendations to the Board as required.
- B. The Committee shall keep a record of its meetings and the Chair shall provide oral reports to the Board, or other reports to the Board as requested, on the Committee's work.