

# Guided Complaints for the Calgary Police Service



## Prototype For:

Law589- Coding the Law, University of Alberta Faculty of Law

## Created For:

City of Calgary, Office of Ward 8 (Councillor Evan Woolley)

## Created By:

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# What inspired the prototype?



Calgary Police  
@CalgaryPolice

For those sharing your deeply personal stories, experiences and ideas on systemic racism with Council, please know our staff and leadership are listening. We did not want our physical presence to influence the conversation, but your voices are being heard.

#yyccc #yyc



1:10 PM - Jul 8, 2020 - Twitter Web App

## Public hearings on systemic racism in Calgary begin Tuesday



By Aurelio Perri & Melissa Gilligan · 770 CHQR

Posted July 7, 2020 9:30 am · Updated July 7, 2020 3:37 pm

POLITICS

## Calgary city council unanimously passes anti-racism motion



By Melissa Gilligan · Global News

Posted June 16, 2020 6:59 am · Updated June 16, 2020 7:04 am

## 'We cannot fail them': Council vows to take action on systemic racism as public hearing ends

*Police were a constant topic at the three-day public hearing with more than 150 speakers.*

Madeline Smith

Jul 10, 2020 · July 10, 2020 · 4 minute read · 16 Comments

## Anti-racism efforts, accountability issues among CPS' top priorities in 2021: Chief

*Neufeld said he's hopeful that conversations in 2021 between CPS leadership, officers and racialized Calgarians can help bridge understandings and change attitudes*

Sammy Hudes, Madeline Smith

Dec 27, 2020 · December 27, 2020 · 8 minute read · 14 Comments

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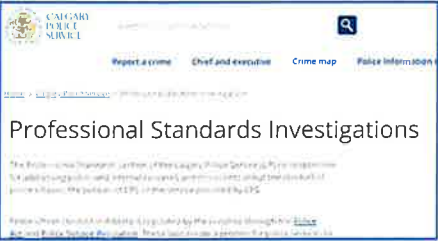
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# What is the **current** police complaint process?



YOUR COMPLAINT DETAILS

Where did the incident(s) that led to your complaint happen? Please fill in as much of the information as you know. If you do not know any specific details you may wish to include details of landmarks, etc.

**Address or Nearest Intersection**

**City**  **Province**

**When did the incident(s) happen?**

**Date**  **Time**

**Or, Date Range**


**Police File Number or Ticket Number**

**Please describe the circumstances that led to your complaint. Please include details of:**

- Who was involved
- What was said and done
- Any other people who witnessed the incident (Including other police officers)
- If there was any damage or injury (please note, this complaint process cannot be used to claim monetary damages)
- If there was something that you feel caused the incident or affected your interaction with the police
- If there is any evidence to preserve (e.g., medical records, photos, surveillance video)
- If this happened to someone else, the name and contact information of that person
- If this is about a policy or service, please provide sufficient information to identify that policy or service

**Incident**

0 / 100000

I'm not a robot  [Privacy](#) [Terms](#)



# A gap to accessing justice: the police complaint process

- *No explanation, no standardization, no certainty, **no peace of mind***

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**Kaycee Madu, QC** @KayceeMaduYEG · Oct 29

Alberta's minority communities, indeed all Albertans, must see immediate reform to the way policing is done in this province. This is especially true given the fact that Alberta currently lacks a standardized complaints system for citizens concerned about police conduct.

### 'Have to have trust': Change needed for police complaints process, B.C. commissioner says

Nick Weils  
The Canadian Press Staff  
Contact  
Published Monday, January 11, 2021 6:26AM PST  
Last Updated Monday, January 11, 2021 8:20PM PST

# Decision-makers support complaint reform & police support innovative tech solutions

## Alberta police pilot app to help assess, de-escalate and track mental health crisis calls



Province provides \$789,000 to pilot HealthIM app after success in other jurisdictions

Colleen Underwood · CBC News · Posted: May 06, 2021 12:00 PM MT | Last Updated: May 6

## South Simcoe Police log onto What3Words



**Siobhan Morris** Video Journalist  
@siomoCTV | Contact

Published Saturday, May 1, 2021 7:32PM EDT

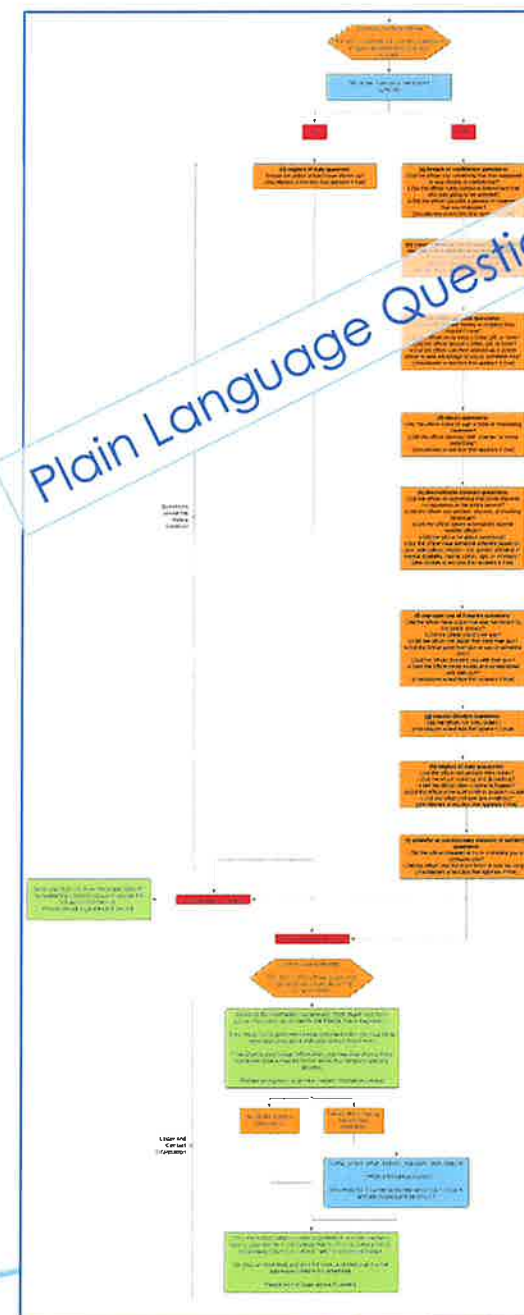
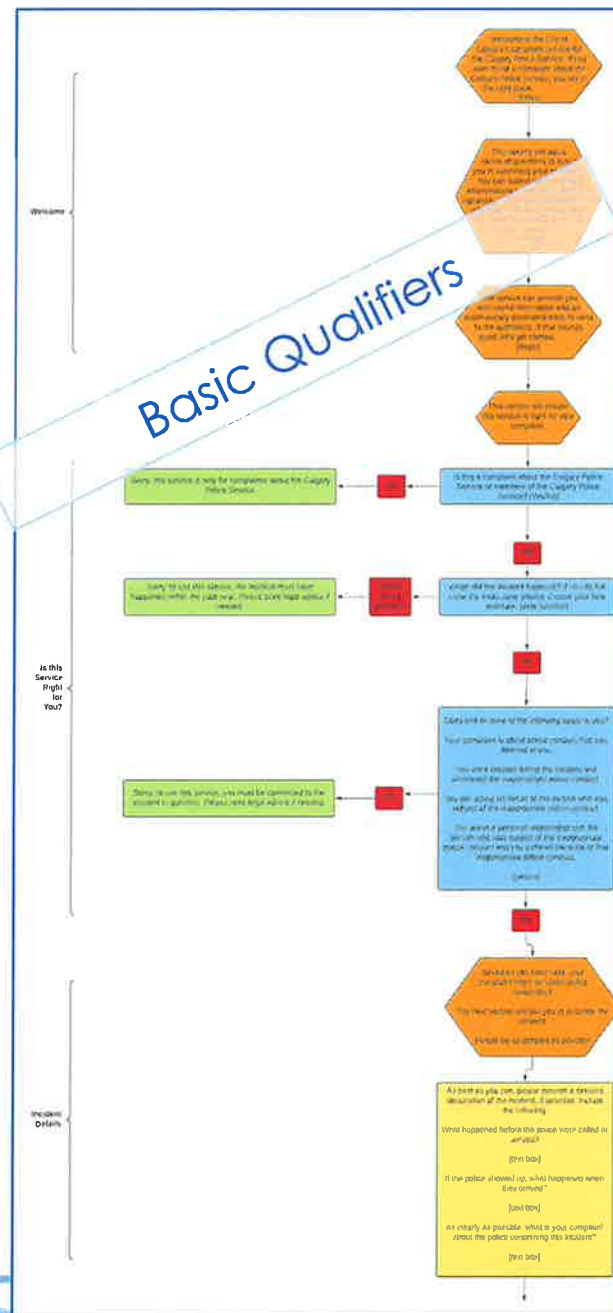




# Design Objectives

<p>1. Using simple, <b>plain language questions to generate a formal legal complaint</b> letter that looks professionally written, while also providing <b>legal information to educate</b> citizens</p>	<p>4. <b>More than just a big text box</b> to fill in with information that may or may not be relevant, with <b>clear instructions</b> at incremental steps</p>
<p>2. A <b>streamlined, user-friendly interface</b> that is not too complicated or vague with its questions to increase the number of successful complaints, with the goal of <b>minimizing retraumatization</b> with the questioning</p>	<p>5. The ability to <b>automatically send the formal complaint letter</b> to the Calgary Police Service, Calgary Police Commission, Chief of Calgary Police, and Alberta Minister of Justice <b>with only one click</b></p>
<p>3. <b>Ability to translate</b> questions easily into different languages to increase usability for <b>end-to-end coverage without intervention</b> from 3<sup>rd</sup> parties</p>	<p>6. Provide police with <b>enough relevant information to increase efficiency of investigations internally</b>, and <b>reduce legal costs</b> by <b>automating legal analysis</b> before complaint submitted</p>

# Charting the prototype



# Stage 1

Welcome

## Welcome to the City of Calgary's complaint service for the Calgary Police Service.

How to file a complaint

Tell us what happened

Filing your complaint

Acknowledgement

What is next?

If you want to file a complaint about the Calgary Police Service, you are in the right place.

Please press "continue" to proceed to the next screen where you can find an explanation about how this process works.

Continue

Welcome

How to file a complaint

## This is how this process works

Tell us what happened

Filing your complaint

Acknowledgement

What is next?

### Step-by-step process:

**First**, this service will ask a series of questions to assist you in submitting your complaint.

**Then**, this service will provide you with useful information and an automatically generated letter to send to the authorities.

**Finally**, in the "Filing your Complaint Section" you can submit your complaint anonymously or with your name and signature.

**Note:** after submission, this complaint will be reviewed by an investigator who will assess the validity of this complaint.

**Estimated time for completing this form is 15-35 minutes.**

### This is legal information, not legal advice.

**Legal information** explains the law and the legal system in general terms. The information is not tailored to a specific case.

**Legal advice** applies the law, including statute and case law and legal principles to a particular situation. It provides recommendations about what course of action would best suit the facts of the case and what the person wants to achieve.

For more information go to [this link](#).

Welcome

How to file a complaint

## When did the incident happen?

Tell us what happened

Filing your complaint

Acknowledgement

What is next?

Did the incident in question happen within the last year?

Yes

No

- Note: S. 43(11) of the *Police Act* requires that complaints are filed within one year.

What is the approximate date of the incident in YYYY-MM-DD format (to the best of your knowledge)?

yyyy-mm-dd

Continue

Welcome

How to file a complaint

## Based on what you have said, you likely qualify to file a police complaint.

Tell us what happened

Filing your complaint

Acknowledgement

What is next?

The next section will ask you to describe the incident. Please be as detailed as possible.

- Note: until an investigator confirms your eligibility, there is no guarantee that you are qualified to submit this complaint.

Continue





# Stage 2

Welcome

How to file a complaint

Tell us what happened

Filing your complaint

Acknowledgement

What is next?

## Discreditable Conduct (check any if applicable)

- (1) Did the officer do something that could discredit the reputation of the police service?
- (2) Did the officer use profane, abusive, or insulting language?
- (3) Did the officer ignore a complaint against another officer?
- (4) Did the officer lie about something?
- (5) Did the officer treat someone different based on race, skin colour, religion, sex, gender, physical or mental disability, marital status, age, or ancestry?

Continue

Welcome

How to file a complaint

Tell us what happened

Filing your complaint

Acknowledgement

What is next?

## Improper Use of Firearms (check any if applicable)

- (1) Did the officer have a gun that was not issued by the police service?
- (2) Did the officer fire a gun?
- (3) Did the officer not report that he/she fired a gun?
- (4) Did the officer point a gun at you?
- (5) Did the officer threaten you with a gun?
- (6) Did the officer act erratic or reckless with a gun?

Please explain \*

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# Stage 2

Welcome

How to file a complaint

**Tell us what happened**

Filing your complaint

Acknowledgement

What is next?

## Neglect of Duty (check any if applicable)

- (1) Did the officer not perform their duties?
- (2) Did the officer stand by and do nothing?
- (3) Did the officer allow a crime to happen?
- (4) Did the officer allow a prisoner or suspect to escape?
- (5) Did the officer not provide evidence?

[Continue](#)

Welcome

How to file a complaint

**Tell us what happened**

Filing your complaint

Acknowledgement

What is next?

## Unlawful or Unnecessary Exercise of Authority (check any if applicable)

- (1) Did the officer threaten or try to intimidate you?

Please explain \*

(2) Did the officer use too much force or act too rough?

[Continue](#)

# Stage 3

Welcome

How to file a complaint

**Tell us what happened**

Filing your

**Continue**

## Thank you for sharing this information.

We are sorry to hear about your negative encounter with the police. Submitting a complaint can be a meaningful step towards resolution.

Welcome

How to file a complaint

Tell us what happened

Filing your complaint

Acknowledgement

**What is next?**

## Your letter is complete! Please carefully read the information below.

You can choose to send a copy of the formal complaint letter (see below) directly to the Calgary Police, Chief of Calgary Police, the Calgary Police Commission, and the Minister of Justice via the email function by clicking "Email the letter".

Additionally, you can email this letter to yourself by adding your email address in the space below.

Or, you can download and print the letter, and then mail it to the addresses listed in the letterhead.

Or, you can download and email the letter from your email account.

Please consult legal advice if needed.

**Note: until an investigator confirms this complaint, there is no guarantee that this is a valid complaint.**

**Email the letter**

The following document has been created for you.

5(1) A police officer shall not engage in any action that constitutes one or more of the following:

- (e)discreditable conduct;
- (f)improper use of firearms;
- (i)unlawful or unnecessary exercise of authority;

**Before the police arrived to the scene, this is what happened:** Sample Text

**When police arrived, this is what happened:** Sample Text

**When police left, this is what happened:** Sample Text

**This complaint is being filed because:** Sample Text

**Specifically, below are details on the misconduct.**

- (e)The officers treated someone different based on race, skin colour, religion, sex, gender, physical or mental disability, marital status, age, or ancestry: Sample Text
- (f)The officers threatened me with their gun: Sample Text
- (g)The officers were behaving erratic and unrestrained with their guns: Sample Text
- (i)The officers threatened or tried to intimidate me: Sample Text

**Next steps:**

This complaint is made on the basis that the police officer(s) engaged in police misconduct as defined by section 5(1) of the *Alberta Police Regulations*. As per the *Alberta Police Act*, this complaint is being forwarded to the Calgary Police Service, Chief of the Calgary Police Service, Calgary Police Commission, and Minister of Justice and Solicitor General.

I request that this complaint is subject to an evidence-based investigation, to ensure the reputation of the Calgary Police Service is not discredited. The *Alberta Police Regulations* govern the discipline and performance of police officers. To be a police officer, under section 36 of the *Alberta Police Act*, the person must, with respect to the carrying out of the duties of a police officer, meet those basic standards of skill and knowledge that are acceptable to the Minister of





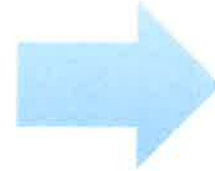
# Benefits to all stakeholders

Citizens	Police	City of Calgary
<ul style="list-style-type: none"> <li>• More victims will have <b>access to justice</b></li> <li>• <b>Confirmation instantly</b> if they qualify to file complaint, and if not <b>transparently explains why</b></li> <li>• <b>Reduces retraumatization</b></li> <li>• <b>Saves time</b> by getting <b>all relevant information first time</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Streamlined process</b> will make complaint <b>investigations easier to conduct and quicker to complete</b></li> <li>• Gives police another <b>way to engage with citizens</b></li> </ul>	<ul style="list-style-type: none"> <li>• Proof <b>Calgary is a tech innovation hub</b></li> <li>• <b>Saves time</b> by getting <b>all relevant information first time</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Low-cost, easy short-term solution</b> to address larger systemic concerns</li> <li>• <b>Confirms commitment</b> to reducing systemic racism</li> <li>• <b>Equips police and city with an additional tool</b> for complaints and data collection</li> <li>• <b>Increases trust and transparency</b></li> </ul>		

# Next steps with the prototype – *Funding to Launch*

## Stage 2- Final Funding

- Presenting and gained enthusiastic support from:
  - Different city and police organizations
- 3<sup>rd</sup> party researcher received \$10,000
  - Joint University of Alberta/Edmonton Police Service grant
  - Dr. Nidhi Hegde to assess privacy, fairness, and utility of data for policy development
- Funding from Innovation Fund
  - Translation
  - Security/Legal Double Check
  - Full user testing



## Stage 3- Launch & Adoption

- Embed onto:
  - City of Calgary website
  - Calgary Police Service website
  - Calgary Police Commission website
  - Continue to assess feedback
- Reach out to other Alberta police forces and legislators
- Reach out to other police forces and legislators across continent

This has the potential to increase access to justice for millions globally

**Thank you** for your time

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