

Notes:

COMMERCIAL VEHICLE ENFORCEMENT

Head Office

Jacque Daumont, Acting Chief
Room 401, Provincial Building
4920 - 51 Street
Red Deer, AB T4N 6K8
(403) 340-5225

Kathy Golem, Acting Deputy Chief
Room 401, Provincial Building
4920 - 51 Street
Red Deer, AB T4N 6K8
(403) 340-5225

COMMERCIAL VEHICLE ENFORCEMENT REGIONS

Northern Region

Walter Cardinal, Superintendent
PO Box 666, 9503 Beaverhill Road
Lac La Biche, T0A 2C0
(780) 623-5381

Central Region

Rob Sapinsky, Acting Superintendent
Room 224, Provincial Building
2nd Floor, 4709 - 44 Avenue
Stony Plain, AB T7Z 1N4
(780) 968-4200

Southern Region

Dave Tippe, Superintendent
Main Floor, Provincial Building
213, 1 Street West
Cochrane, AB T4C 1A5
(403) 652-8359

HOW TO MAKE A

Complaint

**AGAINST
COMMERCIAL
VEHICLE
ENFORCEMENT
OR ITS
EMPLOYEES**



HOW TO MAKE A COMPLAINT AGAINST COMMERCIAL VEHICLE ENFORCEMENT OR ITS EMPLOYEES

Who can make a complaint?

Anyone who has concerns about the service or actions of a Commercial Vehicle Enforcement employee may make a complaint.

How do I make a complaint?

A complaint can be made in writing and signed by the person making the complaint.

If you need assistance in writing your complaint, you can contact a superintendent listed on the reverse.

Where do I make my complaint?

Complaint forms are available for you to fill out at any office of Commercial Vehicle Enforcement Branch, or you may also write directly to the Chief of Commercial Vehicle Enforcement.

Addresses and telephone numbers are listed on the back of this brochure.

How will my complaint be handled?

Complaints are investigated by Commercial Vehicle Enforcement. The member assigned to investigate the complaint will contact you.

Your complaint may be handled in one of two ways:

1. If you agree that your complaint may be resolved informally, it will be reviewed by the employee's supervisor, who may take corrective, educational, or disciplinary action with the employee.
2. There may be an investigation by Commercial Vehicle Enforcement management or the professional standards unit if the complaint is received in writing

If the investigation relates to a Transport Officer and shows possible criminal behaviour on the part of the officer, the matter is referred to Alberta Justice & Solicitor General.

What will the Chief of Commercial Vehicle Enforcement do with my complaint?

After the investigation is complete, your complaint will be reviewed by the Chief of Commercial Vehicle Enforcement, who may:

1. Order an internal disciplinary hearing;
2. Give the employee an official warning; or
3. Dismiss the matter.

You will receive a letter setting out the Chief of Commercial Vehicle Enforcement's decision, the reasons for the decision, and any action to be taken.

As well, the Chief of Commercial Vehicle Enforcement will advise you of your right to appeal the decision.

How do I appeal the decision of the Chief of Commercial Vehicle Enforcement?

If your complaint is about the **service or actions provided by Commercial Vehicle Enforcement**, you may appeal in writing to:

Director of Law Enforcement
10th Floor, 10365—97 Street
Edmonton, AB T5J 3W7

For further assistance, contact Commercial Vehicle Enforcement Head Office at (403) 340-5225

*Section 140 of the Criminal Code
It is an offence of public mischief to cause a peace officer to begin or to continue an investigation with the intention of misleading them.*