

Police

PUBLIC

COMPLAINTS

AUTHORITY

Ground & 1st Floors
45 - 47 Barbados Avenue
Kingston 5
Jamaica

Tel. #'s: 968 - 8875, 968 - 1932
920 - 2324
Fax #: 960 - 4767
Toll Free #: 1-888-FOR-HELP (367 - 4357)
Email: ppca@cwjamaica.com

Ground Floor
42 Market Street
Montego Bay
St. James
Jamaica

Tel. #: 940 - 2310

What is the Police Public Complaints Authority?

The Authority is an independent, **non-police** agency with the power to investigate allegations of misconduct filed by members of the public against members of the Jamaica Constabulary Force and its Auxiliaries. Investigations are conducted in an impartial and objective fashion by the Authority's Investigative Staff which is made up **solely** of civilian employees.

Who comprises the Authority?

The Authority consists of three persons appointed by the Governor General in his discretion by instrument under the Broad Seal (one of whom is appointed Executive Chairman).

What are the Legal Functions of the Authority?

- a) **To Monitor** the investigation by the Force of any complaint or other matter to which the Act applies with a view to ensuring that such investigation is conducted impartially.
- b) **To Supervise** the investigation of complaints by the Force.
- c) **To Undertake** direct investigation of complaints.
- d) **To Evaluate** and report to the Minister of Justice from time to time on the system of handling complaints.

Who may make a complaint?

Complaints may be made by a member of the public whether or not that person is affected by the subject of the complaint, or by any person on behalf of a member of the public so affected, but with his written consent.

What happens to a complaint after it is filed?

The complaint is assigned to an Investigator, who will commence investigation immediately. The Investigator will gather as much information as possible about the complaint through records of the Police Department, field visits, interviews of witnesses, police officers and other available sources. The Authority will inform you by letter of the status of an ongoing investigation. At the close of the investigation, the case is thoroughly reviewed by the Authority.

Where the Authority considers that a criminal offence may have been committed, the matter is reported to the Director of Public Prosecutions for his ruling, otherwise it is reported to the Commissioner of Police with the Authority's recommendation. The Authority notifies the complainant by letter of the action taken.

If your complaint does not fall within the Authority's jurisdiction the Authority will forward it to the appropriate agency and will notify you of the referral.

What are the possible actions that the Authority may take?

The Authority may decide that the complaint is:-

- **Substantiated:** The subject officer has committed the alleged act of misconduct.
- **Unsubstantiated:** There was insufficient evidence to substantiate the complaint.
- **Unfounded:** The subject officer did not commit an act of misconduct. The incident occurred but the officer's actions were lawful.

How long does it take before a complaint is resolved?

The PPCA strives to resolve all complaints in a timely manner. The exact time frame depends on the complexity of the investigation and the cooperation of the parties. On the average, the investigation of a complaint is completed within three months.

Is there any other way to resolve the complaint?

Where the parties voluntarily agree, a complaint which if proven would not attract sanctions may be resolved informally. In this case the assistance of a neutral party assigned by the Authority is utilized.

How, Where and When may a complaint be lodged to the Authority?

HOW: In person or by mail.

WHERE: Ground & 1st Floors
45-47 Barbados Avenue,
Kingston 5
Jamaica

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Fax #: 960 - 4767
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For the parishes of Trelawny, St. James, Hanover and Westmoreland

Ground Floor
42 Market Street
Montego Bay
St. James
Jamaica

Tel. #: 940 - 2310

WHEN: During operating hours, in person at the office of the Police Public Complaints Authority.

Monday - Thursday 9:00 a.m. – 3:00 p.m.

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Friday 9:00 a.m. – 2:00 p.m.