



**Department of Justice and Public Safety**  
**Adult Custody Services**

Policy: **Client Complaints (General) D8**  
Effective: March 2001  
Revised: December 2022

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**MISSION STATEMENT**

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Adult Custody Services is committed to providing professional practices that respect human rights and ensure safety for all. To be successful we will deliver fair practices, incorporate transparent policies and procedures, ensure independent quality assurance processes, and provide program access that allows for educational, cultural, traditional, and faith-based services as well as mental wellness and community re-entry assistance.

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**PURPOSE**

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To establish procedural guidelines in the event of complaints about the operation of the Adult Custody Facility or staff member.

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**LEGISLATIVE AUTHORITY**

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[Corrections Act NB Regulation 35\(a\)](#)

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**SCOPE**

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This policy applies to all employees of the Adult Custody Services division of the Department of Justice and Public Safety.

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**POLICY GUIDELINES**

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Complaints about the operation of the adult Custody Facility or staff member, made by a client, member of the public or an outside agency shall be investigated.

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**PROCEDURE**

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**Complaints forwarded to Superintendent**

Complaints about the operation of an adult custody Facility, made by a client, the public, or outside agency, are to be brought immediately to the attention of the Superintendent or designate.

**Review and response**

Superintendent or designate shall review the circumstances and respond in writing, in a timely fashion, in a manner deemed appropriate.



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**Documentation**

Copies of written response will be:

- retained in a general complaints file in the institution
- Client file
- forwarded to the Manager of Adult Custody Operations

**Consult Director of Adult Custody Services**

Complaints involving serious legal or medical matters, and which could have implications beyond the scope of the institution, will require consultation with the Director of Adult custody Services.

**Allegations of assault**

Section D-9 deals with specifics of client complaints of assault by staff.

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**RELATED POLICY**

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D9 Allegations of Assault of a Client  
E10 Client Guide  
E16 Behaviour Management Appeals of Disciplinary actions  
Adult Institutional Policy Manual N.B